

Technical Support Specialist (Day/Night Shifts)

MUFG Investor Services FinTech, a company based in Cyprus and member of the Mitsubishi UFJ Financial Group is looking for Technical Support Specialists to join our growing team.

You will be working as part of a team within a fast-paced, fun, challenging and creative environment in order to achieve team-oriented goals.

Key Responsibilities:

- Act as a first point of contact for Level-1 & Level 2 product and technical support.
- Day-to-day monitoring of our Data Flow processes to ensure pro-active resolution of any issues that arise.
- Pursue incident resolution with maximum adherence to the Service Level Agreements and internal Incident Management Procedures.
- Escalate unresolved incidents/service requests to the relevant 3rd and 4th level support teams.
- Provide technical support to End Users (company affiliates) through a ticketing system or live chat.
- Responsible to log, update and manage users' requests in the ticketing system.
- Responsible for communicating status update to end users in a timely manner.
- Provide support and encouragement while ensuring the overall quality of service is provided.
- Perform in a positive, professional and customer-focused manner.
- Update documentation and knowledge base to improve efficiency and effectiveness in incident resolution and provide training to other staff members as required.
- Provide feedback based on metrics on how we can improve our products in order to minimize the support requests and issues.
- Other ad hoc duties as these may occur from time-to-time within the frame of technical support service for our products.

Ideal skills we are looking for:

- Bachelor's degree in Computer Science or a related technical field, or equivalent experience
- Must have flexibility with scheduling and able to work on day/night shifts
- Strong analytic, diagnostic and problem-solving skills.
- Ability to problem solve independently and multi-task
- Pro-active, resourceful with high level of accuracy and attention to detail.
- Previous experience in a similar position will be considered an advantage.

Candidate Profile

- Excellent verbal and written communication in English
- Good teamwork and collaboration skills
- Helpful personality

Please send your CV at careers@mufg-isft.com

We thank all candidates for their interest; however only those under consideration will be contacted. All information provided will be treated confidentially!