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Support engineer position

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Company: Panorama Software

Location: Tel Aviv-Yafo

Category: other-general

Job requirement are:

Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role

Good understanding of computer systems, mobile devices and other tech products.

Familiarity with remote desktop applications and help desk software

Additional certification in Microsoft, SQL servers or Client-Server applications is a plus

Team player

Fluent English

About the job: Panorama is developing BI products in the last 20 years and was one of the pioneer's company in the BI business.

The job includes among other:

Taking ownership of customer issues reported and seeing problems through to resolution

Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues

Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams

Our office is located in Tel-Aviv (Ramat Hachayal).

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