

Customer Experience / Support Engineer

location: Maia, Portugal

AET is looking for an enthusiastic and motivated Customer Experience / Support Engineers who wants to join our company.

Your responsibility as our Customer Experience / Support Engineer

As our new Customer Experience / Support Engineer you will be part of the beating heart of our organization. You will be responsible for research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner. You will be working on 2nd and 3rd level lines of support for complex and highly technology-specific issues related with our products and follow standard procedures to escalate unresolved issues to appropriate internal departments.

Our ideal candidate

The **Customer Experience / Support Engineer** has the following qualifications and experience:

- 2+ years of experience;
- MS/BS degree in Computer Science, Engineering or equivalent preferred;
- Excellent written and verbal communication skills;
- Experience with service and application support;
- Knowledge of SQL and scripting;
- Knowledge of Networking;
- Knowledge of Linux and windows server environments;
- Experience with End-to-end and/or API automated testing using Postman/SOAPUI;
- Be fluent both in Portuguese and English (speaking and writing), we value Dutch.

We would be happy if you have:

- Experience with ITSM applications;
- Familiar with Atlassian products (JIRA, Confluence and Bitbucket);
- Knowledge of Performance, Stress and/or Security testing;
- Some experience on support processes (ITIL).

What we offer

- Salary according to experience shown (food subsidy included);
- Professional stability;
- Health insurance plan for our associates and family;
- Company mobile phone and communication plan;
- 26 vacations days.

Vacancy

Since we are an international company we are looking for a candidate who can communicate fluently in English (both in speaking and writing) and Portuguese (both in speaking and writing).

Security screening & work location

In the context of the integrity and reliability of our staff, we may conduct a security screening during the application process. Therefore, we are looking for candidates with a nationality from a country belonging to the EUROPEAN UNION.

We look forward to meeting you!

If you are interested in this opportunity and feel that you have the relevant skills, qualifications and experience, please send your resume to hrm@aeteurope.com.

Need more info?

We can understand you want to know more about the job. Do not hesitate to give us a call on +351 22 495 0519. Ask for Miguel Martins.

Vacancy



Part of the AET Philosophy

No matter who you are or what you do; there is always a specific world you want, or need to access. AET makes this possible by creating the perfect technological solution in user identification, authentication and authorization: unlimited access, 24/7.

We do not only believe your world should be accessible anytime. We are also determined to make this access easy and secure. At a time when almost everything is digital, security has become our main focus.

By creating unlimited, secure and convenient access to your world, we ensure that you have the power to control your own world. You, and nobody else. In devising the best technological solutions, we need to be fast, smart and inventive. So that's exactly what we are. We are also passionate: about technology; about our business; about the possibility of providing convenient access to different worlds.

In our vision, everyone can benefit from the technology we offer. Because everyone deserves reliable, safe and unlimited access to the world he or she wants to enter.

Do you want to be part of this philosophy?

About AET

AET Europe (Advanced Encryption Technology) is a technology company in applied crypto, which has over more than 20 years of extensive knowledge in the high end security. We are the biggest independent cryptographic middleware specialist worldwide and therefore have a strong footprint in state-of-the-art (mobile) authentication and digital signature technology. AET is headquartered in Arnhem, the Netherlands, has subsidiaries in Portugal and Serbia and has currently over 50 employees.