

شرکت دیجی پی جهت استخدام کارشناس فنی از دانشجویان سماتک دعوت به همکاری می نماید:

Position: Technical Maintenance Specialist

Job Responsibilities:

- Monitoring SLA, OLA and growth metrics
- Planning to improve service qualities
- Assessing customer support needs
- Defining and deploying pre-requisites tools, infrastructures, process and etc. to improve all operation process and activities
- Logging and resolving customer issues
- Redirecting problems to appropriate teams. (Product team, Infrastructure or service provider)
- Diagnosing and troubleshooting software and mobile apps or other Digipay products
- Respond to internal stockholder's inquiries and assist in troubleshooting and resolving challenges
- Actively update, maintain and monitor all aspects of products
- Attend in-person meetings with related stockholders to analyze, troubleshoot and diagnose product problems

Job Requirements:

- Education: At least Bachelor in IT or Related Fields
- At least 3 years work experience
- Availability for Monitoring Systems
- In-depth knowledge of Structured Query Language
- Knowledge of the relational and no-SQL Databases
- Multi tasks & time Management skills
- Strong analytical and problem-solving skills.
- Advance in Excel
- Familiarity with payment Industry (Shaparak, Shetab Processes) is priority

Please kindly send your CV to:

Talent@mydigipay.com

Whatsapp: 09219570488

متقاضیان محترم می توانند رزومه خود را با ذکر عنوان شغلی، به آدرس زیر ارسال نمایند:

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