

# Atlassian !

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Atlassian . : [info@teamlead.ru](mailto:info@teamlead.ru)

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This is your opportunity to join an awesome software company that has grown to over 20,000 customers in just eight short years. We'll let you wear what you want to work, let you choose your operating system, keep you going with food and drinks and give you a games room to relax in.

And we're not just concerned about ourselves. Through the Atlassian Foundation we also want to look after the society and environment around us. We give 1% of company revenues to charity, allow employees to take 5 days paid volunteer leave per year and we match employee donations to their favorite charities.

## Position Summary

To handle rapid growth, we are looking to hire a support engineer to join our Amsterdam support team. As a support engineer you will be focused on providing support for Atlassian products used by thousands of customers worldwide. Working in our awesome Amsterdam office, you will be responsible for identifying, troubleshooting and resolving customer reported issues relating to Atlassian products. This role will involve daily interaction with customers, support engineers and developers to provide solutions for our customers. It requires the ability to identify root cause for reported customer issues and to provide appropriate solutions to minimize customer down time and customer business impact.

## Responsibilities

- Communicate via web-based applications, live chat and phone to resolve customer issues
- Improve product documentation to help customers and minimise support load
- Replicate customer environments to enable the replication and debugging of customer issues
- Help improve and streamline internal processes
- Verify bugs raised against products
- Create and publish Knowledge-base articles

## Required Skills

- Excellent written and verbal communication skills
- Demonstrated ability to gather relevant information and diagnose issues effectively and efficiently
- Proven ability to solve problems and learn new technologies
- Solid Operating Systems knowledge (UNIX ie. Linux, OSX, Solaris etc., or Windows)
- Demonstrated Java/J2EE environment troubleshooting experience
- Demonstrated experience with 1 or more Application Servers (ie. Tomcat, WebSphere, JBoss etc.)
- Demonstrated database and SQL experience
- 10 am - 7 pm working schedule

## Typical experience

- Bachelor's Degree in Computer Science or equivalent demonstrated experience
- 2 years programming or Java/J2EE troubleshooting history