
SECUTIX, a subsidiary of ELCA, has developed the SecuTix 360° product to provide the entertainment industry with secure multichannel technology supporting online ticket sales.

IT TECHNICAL SUPPORT

YOUR MISSION You are in the Customer Success team and involve Level 2 production support, deep diving into technical issues that Level 1 operate team cannot resolve.

- › Use your software/application knowledge background daily
- › Research, diagnose, record, and analyse Customer issues with accurate solutions.
- › Have high speed Interactions with Vietnam's Level 3 - Support (Development Team)
- › Have high speed Interactions with Level 1 Support in Switzerland, Spain and France
- › Reproduce and document customer bugs for the development team
- › Respond to Customer Assistance Request in writing
- › Work closely with Customer Success Managers to maintain customer satisfaction

WE OFFER Established in Vietnam since 1998 we guarantee:

- › learning environment from interesting topics of our daily work: blockchain, chatbot, facebook in app purchase, Google Assistant AI integration, secure mobile ticket....
- › very attractive remuneration package
- › professional working environments with young and motivated teams
- › projects using state-of-the-art technologies and Agile methodologies
- › extensive coaching and training
- › flat hierarchies and cross-divisional collaboration
- › modern workplace
- › travel opportunities to Switzerland

YOUR PROFILE We expect from you:

- › Bachelor's Degree in IT or related fields
- › 1 year in technical support and 2 years in software development
- › Significant experience in SQL / Data analysis / PLSQL
- › Coding skills: Java, C#, Php or other programming language knowledge
- › Fluent English for day to day communications with European colleagues
- › Experience in troubleshooting, diagnosing bugs, handling customer support requests
- › Database / SQL Knowledge or Data analysis
- › Attention to detail, Prioritization and organization skills, Open minded

SECUTIX STORY

SecuTix helps sport, culture and leisure organisations boost ticket sales and enhance audiences' experience before, during and after live events. Our product, SecuTix 360°, is a cloud-based platform that combines ticketing and marketing functionality, and is offered as a white label SaaS service. Used by the largest sport clubs and stadiums, live entertainment businesses, and leading museums and cities across Europe, SecuTix manages the yearly sales of over 30 million tickets.

<https://itviec.com/companies/secutix>

ABOUT ELCA

<https://www.linkedin.com/company/7572/>

www.elca.vn

INQUIRIES Please send your application in English (CV, photo, motivation letter, and certificates if any) by following the link:

<https://www.elca.vn/#footer>

