



K2 Northern Europe (K2NE) is a young and dynamic company that is successfully providing the Business Process Management world with a powerful software platform built on .NET technology. The team is covering Germany, Austria, Switzerland, the Nordics, Spain, Portugal and Italy. Our largest customers include several industry leaders and major corporations, and we are growing fast. We are looking for an enthusiastic and vibrant full-time Support Engineer operating as part of the support services team.

Support Engineer

based in Barcelona, Spain

Job Description

Operating as part of the K2NE Support Team you will be expected to work as part of a team toward the shared vision for the organisation and the continued success of the Support Services Team.

This will require the support engineer to work toward the successful achievement of Key Performance indicators, continually striving for operational goals and working with your colleagues for the overall success of the technical organisation.

Key job requirements are:

- You are responsible to maintain a positive attitude and contribute toward creating a pleasant working environment for yourself and your colleagues!
- English language fluency (spoken and written) with a proficient level of Spanish
- Incident management
- Problem management
- Ensuring Complying with Service Level Policies to ensure we deliver a professional service to our clients and improve client retention
- Effective ticket management
- It might be required to assist with additional project work in order to elevate some of the capacity constraints placed in other functional business units
- Continuously working to develop your technical skills and working with the Technical Organisation to improve your ability and the ability of others
- Effective time management
- Adhering to escalations procedures to ensure the smooth running of internal operations

Preferred skills and experience are:

- Experience in the IT industry
- Experience in a support role
- Relevant tertiary education
- Good work ethic
- Good communication skills
- Continuous learning attitude
- Able to work independently as well as part of a team

If you are interested in this role, please reach out to us via e-mail (K2NE-Careers@k2.com) with your application in English including your earliest possible starting date and your salary expectation.

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