

Technical Support Specialist

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Company: Nuvei

Location: Bogotá

Category: computer-and-mathematical

Technical Support Specialist

Hybrid

The world of payment processing is rapidly evolving, and businesses are looking for loyal and strategic partners, to help them grow.

WE ARE NUVEI Nuvei (NASDAQ: NVEI) (TSX: NVEI) the Canadian fintech company accelerating the business of clients around the world. Nuvei's modular, flexible and scalable technology allows leading companies to accept next-gen payments, offer all payout options and benefit from card issuing, banking, risk and fraud management services. Connecting businesses to their customers in more than 200 markets, with local acquiring in 47 markets, 150 currencies and 586 alternative payment methods, Nuvei provides the technology and insights for customers and partners to succeed locally and globally with one integration.

At Nuvei, we live our core values, and we thrive on solving complex problems. We're dedicated to continually improving our product and providing relentless customer service. We are always looking for exceptional talent to join us on the journey!

Your mission

We are looking for a tech-savvy person interested in various aspects of the IT industry – DB administration, Networking, Development, Product Management, and FinTech in general to join our fast-growing Tech Support Team. The Technical Support Specialist acts as the trusted advisor to all Enterprise accounts and a strategic focal and escalation point for technical improvements, business requirements, and critical incidents that may arise. The Technical

Support matrix manages our biggest client's production technical issues, provides technical support, resolves merchant service inquiries, or offers additional forms of real-time problem-solving while coordinating requirements in cross-company collaborations. We need a person with critical thinking skills who can understand the payment process's logic. A person who can speak in technical language with non-technical people and explain business-related requirements to technical staff.

Responsibilities

- * Acts as technical trusted advisor and becomes a knowledge-center about the company's products, and a go-to person for technical queries - Becoming Nuvei brand and product expert.
- * Technical Issues management, a focal point for technical queries by Enterprise clients.
- * Focus on resolving customer concerns solely through Salesforce.
- * Providing technical guidance to clients based on established SLAs without a constant supervision.
- * Be proactive - anticipating Enterprise merchant's needs (or problems) before they are aware of them or need to contact us for assistance.
- * Guiding clients to correct use of Nuvei's products and services.
- * Investigating errors and logs and providing in-depth analysis for both clients and internal departments.
- * Collecting and analyzing client requirements and translating them to Product requirements.
- * Escalating technical complaints and incidents affecting the company's customers and services to the product owners internally.
- * Working with relevant stakeholders and in parallel with many internal teams.

Requirements

Minimum 3 years of experience

Hands on technical support experience or technical support in Payments/Fintech industry (ecommerce gaming, travel and retail).

Knowledge using REST API and SDK

Technical background - analyzing and producing reports, investigating logs, basic programming or web development skills, communication protocols (client-server, server-to-server, etc.) - IP, HTTP, SQL, etc.

Fast learner, multi-tasker, and tech-oriented.

Excellent time management and prioritization skills.

Experience in technical customer support or 24/7 NOC in the high-tech industry.

Experience in Product / Technical Support, or former involvement in support of Enterprise/Premium accounts.

Available to work under stress and pressure coming from clients and senior management.

Great interpersonal and communication skills.

Problem-solving skills and ability to analyze complex schemes.

Availability to work on shifts (on some occasions) or take a weekend shift when needed.

Business level of English (B2)

We are looking for AAA person to join our A-Team, you must be Autodidact, Accountable and Amazing - join us to lead the future of payments.

Benefits

Nuvei is an equal-opportunity employer that celebrates collaboration and innovation and is committed to developing a diverse and inclusive workplace. The team at Nuvei is comprised of a wealth of talent, skill, and ambition. We believe that employees are happiest when they're empowered to be their true, authentic selves. ***So, please come as you are. We can't wait to meet you.***

Benefits

2.5 additional days off each quarter, should the company achieve its quarterly targets

Health insurance

Working Language

English (written and spoken) is the language used most of the time, as work colleagues, clients, and strategic suppliers are geographically dispersed.

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