

## Support Team Member Belgrade - Serbia

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**Are you a highly responsible and hardworking individual with a passion for technology who is looking to work in a dynamic international environment?**

Infobip is a world leader in mobile messaging. We pride ourselves in our ability to provide specialised messaging products and solutions to operators, technology and channel partners worldwide. Our entire portfolio is designed in-house and draws on our extensive experience, taking into account specific requirements of our clients and partners. For more information, visit our corporate web site at [www.infobip.com](http://www.infobip.com).

As our business grows dally, we are seeking to recruit new members to join our Support Team of enthusiastic and committed professionals.

### Responsibilities:

- Providing technical support to our customers
- Real time monitoring of our messaging platform
- Gathering feedback from our clients about products and services – presenting ideas for improvement
- Assisting IT Director in product updates and training

Our support team is not a call centre. Listed responsibilities are just a starting description of the daily tasks our Support Team Members deal with. **We are looking for individuals that look ahead, are by nature inquisitive and can handle multitasking. Dedication, professionalism and passion for technology are a must!**

### Qualifications:

- Written and spoken fluency in English, other languages are a definite advantage
- Familiarity with the MS Windows and MS Office package
- High communication skills when dealing with clients and colleagues
- Excellent organisational skills
- Analytic approach to technical problem solving in a dynamic environment
- Ability to work independently in flexible working hours
- Dedication to the team

### Advantages:

- Familiarity with SQL
- Familiarity with the basics of IP networking

We offer international and dynamic working conditions, challenging situations that allow personal and professional development. **Infobip encourages self-initiative and offers an environment where each staff member has an opportunity to learn and to be promoted based on his/hers knowledge and work.**

**HOW TO APPLY:** All applicants are required to send a CV and an application letter in English to [Vesna.Bodiroza@infobip.com](mailto:Vesna.Bodiroza@infobip.com).

Note: Infobip is an equal opportunity employer.