



Who we are

Jscrambler is growing at a fast-pace fueled by the success of recognized web security products. Our ground breaking technology is being used by the most innovative companies in the world to protect their web presence and applications (check our website for some references!). Jscrambler applies security layers on a web application, granting self-defensive capabilities that enable it to fight any fraud, reverse-engineering or tampering attempts, avoiding data leakage and damages to the customer reputation.

Our team of highly skilled and trained professionals are the drivers for this success, continuously adding R&D to guarantee high quality and state-of-the art Javascript software, critical to the mission our customers entrust us. If you are passionate about Javascript software development, using the latest technologies and methodology, in a creative and open-minded environment, then we want you on our team!

What we are looking for

As a Technical Support Engineer you will provide customer support, troubleshoot and resolve incidents in a B2B environment. You are the main gateway to guarantee our customers satisfaction, especially when he is in pain and needs our aid, but also guiding them how to use our software. You will strive for Quality, from guaranteeing pro-active Quality Assurance to quickly react and solve any customer incidents, through the continuous improvement of support processes.

Responsibilities

- Provide high-quality technical support to Jscrambler enterprise customers (B2B), assuming ownership of the problem until its resolution
- Deep dive in the issue, replicating the issue, educating the customer, providing workarounds and making sure the customer has a solution
- When required, escalate issues to our Development Support, having a clear and pragmatic communication
- Identify product improvements from the customers feedback and convey them to Product Management
- Technically assist pre-sales and product education
- Help us improve our Quality Assurance processes and coverage

Experience and Qualifications

- Bachelor or higher Degree in Computer Science or equivalent.
- Knowledge of JavaScript and other programming languages.
- Knowledge of overall web and mobile application architectures.
- Knowledge of ITIL or similar support processes is valued



- 2 years of experience in similar support functions

Skills and Attributes

- Ability to troubleshoot and resolve problems in a technical environment.
- Strong verbal, written, and interpersonal communication skills.
- Fluency in English is mandatory, other languages is a plus.
- Well organized and quality driven
- Pro-active and capable to think out of the box
- Affinity with Security/Application Security is valued

How to Apply

Send an email to hr@jscrambler.com with a cover letter and your CV. We ensure the confidentiality of every application.