

## **Technical Support Engineer - Business Catalyst Team, ADOBE Romania**

We're looking for an articulate and motivated person with an analytical mind and a background in technical support. An ideal candidate loves the Internet and web technologies whether you are managing multiple personal blogs, social network accounts, etc.

The Business Catalyst team is part of the Design & Web Group, together with products like Dreamweaver, BrowserLab, Illustrator, InDesign, etc. As a product, Business Catalyst is helping web designers and developers create more value to their customers by hosting their online businesses on our platform. To find more, please visit <http://www.businesscatalyst.com/>.

### **Position summary**

#### **Responsibilities:**

In your day to day role you'll focus on delivering friendly and fast email support and participate in our online forums to assist our resellers and customers. You'll also proactively suggest improvements to our support processes and documentation and assist in software testing.

To be successful in this role, you need a mix of technical thinking and great people skills. Question topics range from basic to advanced web development, so problem solving abilities and a willingness to learn new technologies are essential. You'll also have a big part to play in suggesting improvements to our development team, so you'll need initiative and the ability to empathize with our customers.

#### **Requirements:**

- Bachelor's degree in information technology, web design, or another related field or a minimum of 4 years of intense work-related experience in technical support
- Strong verbal and written communication skills. Able to work closely with internal staff to understand and communicate issues.
- Fluent in English, written and spoken
- Experienced in customer service, IT support, or technical support
- Skilled in Windows environment including Windows Explorer and Internet Explorer. (Mac, Linux environment is a plus)
- HTML, CSS knowledge
- Experience with computer networks, remote access, and Internet based programs.
- Good analytical abilities. Outside the box thinker and problem solver.
- Good team player, but able to work on own initiative.

#### **Bonus Qualifications:**

- Basic experience with Javascript, PHP, ASP, DNS, web 2.0 technologies.
- Previous experience with content management systems
- Previous web authoring applications (Dreamweaver, FrontPage, etc).
- Previous experience with FTP
- Technical training experience
- Basic knowledge of various web browsers (Safari, Firefox, etc)

- Previous experience with various web development tools (Firebug)

### **Bonuses & benefits**

We offer the opportunity to build a career in a rapidly expanding software company, working with international technology groups. Excellent [benefits package](#) including [Stock Options Plan](#), Medical and Life insurance, and more.

Adobe believes personal fulfillment and company success go hand in hand, sustaining one another. In fact, our dynamic, rewarding working environment is well known - including eight years on [FORTUNE magazine's "100 Best Companies to Work For"](#) and other, similar accolades. By hiring the very best and brightest, Adobe continues to be a simply better place to work - creating a dynamic environment today and providing incentives for future achievement.

### **About Adobe**

[Adobe \(NASDAQ: ADBE\)](#) revolutionizes how the world engages with ideas and information. For 25 years, the company's award-winning software and technologies have redefined business, entertainment, and personal communications by setting new standards for producing and delivering content that engages people virtually anywhere at any time. From rich images in print, video, and film to dynamic digital content for a variety of media, the impact of Adobe solutions is evident across industries and felt by anyone who creates, views, and interacts with information. With a reputation for excellence and a portfolio of many of the most respected and recognizable software brands, Adobe is one of the world's largest and most diversified software companies.

[Adobe's office in Romania](#) serves as a Research and Development center and focuses on improving Adobe products such as [Dreamweaver](#), [Business Catalyst](#) and [AIR](#) and researching related web technologies. The center also provides Adobe with greater access to the business community and the expertise in the growing Eastern European market. You will find here [passionate, exceptional and unique individuals](#) who use their skills to shape the next web technologies. You will be a part of a dynamic and rewarding work environment which is well-known around the world. You will discover the excellent benefit plans and challenging programs at Adobe.

Adobe is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace.