

# Support Agent Junior - Q22022

## About DONOS

**DONOS** is a French IT consulting company and a Certified Solution Atlassian Partner with a branch in Armenia since October 2019. We provide consultancy around Atlassian products (installation, integration, configuration, customization, training and support ...). We value "People before Software" as change management is core before setting up new Software Solutions and we want to partnership with our customers in the long run with continuous improvement.

**DONOS** wishes to gather a team of multidisciplinary consultants able to work together upon the challenges of tomorrow.

**DONOS values:** Team, Loyalty, Adaptability, Intrapreneurship

And because we spend most of our time at work, comfort and casual environment will always be a priority.

Find more information here : <https://www.donos.am> and on our main partner Atlassian <https://www.atlassian.com>

## About the position

DONOS AM is seeking a **Support Agent** to join our team. The ideal candidate is someone who will show initiative to help DONOS AM meet our objective of being one of the top Atlassian Solution partners. In this position, you will work directly with DONOS AM and DONOS customers to support them with any questions, incidents or small projects with their Atlassian configuration (including Jira, Confluence, Jira Service Desk and others). No experience needed for this position as we are looking for a dynamic and quick-learner for an entry level position job. You must be comfortable working directly with customers and partners, being proactive to always be ahead in communicating to customers to keep them worry-free and satisfied, multitasking and context switching, be able to excel in a fast-paced environment, and show an eagerness to take on ever-increasing responsibilities. As we operate in several locations, with our first market in France, we work most of the time as a remote team, so being productive as a remote employee is essential. **This job is full time only.**

Other tasks, duties or assignments can complete the job description depending on the career goals or wishes of the employee.

## Responsibilities

- Act as the first point of contacts for all DONOS Customers in the Help Desk application
- Mainly work on assisting with customer service and support for existing customer systems
- Configure, manage and maintain the main products of the Atlassian suite of applications
- Manage and maintain existing customer systems
- Manage and maintain Atlassian application instances running in the Atlassian cloud
- Manage projects and maintain customer communication
- Assist with planning, requirements gathering and other pre-implementation tasks
- Provide user and admin training on the use and management of Atlassian tools
- Adhere to industry best practices, processes, and standards
- Become an accredited Atlassian Technical Sales Professional (requires 2 Atlassian technical certifications)
- Improve the Customer Support by improving the support tool and write documentation in the knowledge base for future support team and customers

## Preferred experience

- Fair knowledge of IT Business, Digital solutions and Social Networks
- Good knowledge of the Google and Office Suite
- Good knowledge of Project Management and Agile Methodologies
- Ability to understand a customer's business objectives, vision and goals, and to translate these into application requirements and specifications
- Embrace working with a variety of technical and non-technical customers and team members
- Comfortable moving between technologies, expanding skills, and eager to learn and take on new challenges
- **Fluent in French and English is a must**
- Bonus: Previous experience with Trello, Jira and/or Confluence

## How and where we work

At DONOS AM, we value team work and team effort. Even though we have our own projects on the daily basis we chat or call each other almost every day to help one another as we all have different skills and experiences we can share. When we are not on the client site or at the office we can also work from home.

## Benefits

We believe in Team and Happiness this is why we are encouraging initiative coming from employees that can bring value to the team and DONOS AM. We are committed to ongoing learning, being proud of our work, we will provide training and certification preparation to help you grow with us and in the path of the career you seek. DONOS AM encourage work ethics so our employees are encouraged and supported to pursue interests in giving back to their communities.

## **Business Trips**

Most of the work will be done in Yerevan. Opportunities might require business trips to other cities in Armenia or abroad.

## **Possible Promotions upon achievements**

DONOS is a young company with multiple potential career paths :

- Customer Support Manager
- Atlassian Consultant
- Sales Manager

## **Application procedures**

Deadline for applications : June 1st, 2022

Please apply by sending an e-mail with your CV at [hello@donos.fr](mailto:hello@donos.fr) (in French or in English)