



# Support Engineer

## Fulltime Zurich

### About Us

B3i is a growing and dynamic business operating in the global insurance market. We are at the forefront of bringing real innovation into the industry through Blockchain solutions which we believe will transform the industry.

This role will be providing technical support for all our clients and corporate IT Support Contract holders. The job has an interesting varied role, in and out of the office, and involves dealing with all level of end users to system administrators.

### What we expect from you:

- Be part a of the definition of B3i support process and optimize the current ones.
- Actively build the team and recruit colleagues.
- Take ownership of customer defect entry, tracking, escalation and its resolution.
- Ability to keep the customer and internal stakeholders in confidence.
- Be a strong point of contact between the developers and devOps teams.
- Maintain a high degree of customer service for all support queries and adhere to client SLA's.
- Support all IT Enquiries to 1st/2nd/3rd Line Level.
- Travel between sites is required to directly help the customers/teams.
- Involved in procurement of equipment and management of service providers.
- Carry out Documentation and Support Log Updates.
- Monitor the IT Help desk tickets system, mailbox and log support calls.

### Your experience is:

- +3 years in a trouble shooting/technical support function preferably in start-ups a/o corporate business development in greenfield environments (e.g. develop new local organizations).
- Deep understanding of the IT landscape is a must, blockchain knowledge is welcome.
- Background in InsurTech, (re)insurance or insurance brokerage are a plus.

### What you will bring on a professional level:

- Strong analytical skills and problem-solving abilities.
- Excellent customer service, interpersonal and communication skills.
- Confident, sociable and in a team spirit mind.
- Autonomy, initiative and hands-on mode.
- Consistently Seeking and Learning New Technology.
- Willingness to travel.
- Full proficiency in English.

### What we offer

B3i offers a competitive Salary plus Bonus including flexible working time and location, no limited holidays, gym membership, sabbatical programme. You will work with a great bunch of people who are really making history in central Zurich.

To apply for a job please send your CV and a covering note or short digital video/ audio clip to [jobs@b3i.tech](mailto:jobs@b3i.tech).

### Disclaimer

#### Notice for recruitment agencies

B3i does not accept speculative CVs. We will only review CVs sent with an application for an advertised post. Any unsolicited CVs received will be treated as the property of B3i Services AG and Terms & Conditions associated with the use of such CVs will be considered null and void.

