[TECH SUPPORT]

Join the Fossil/Misfit Customer Service Team and become the technical expert who assists customers through the most complicated issues and provides them with the best possible experience. You'll be trained on and working with some of the most cutting edge technology in the world. We have one (1) position in HCMC, Vietnam.

WHAT YOU'LL BE RESPONSIBLE FOR
- Act as an interface between Technical teams and Customer Service team to deliver the efficiency output or get feedback on the requirements
- Support the team to handle users' questions and troubleshoot technical issues
- Collect customer information, troubleshoot and provide solutions for hardware/software issues
- Provide technical guidance and coach other team members to help them reach their maximum potential

WHAT WE NEED
- Bachelor Degree in Information Technology, Computer Science or equivalent.
- At least 1 year of relevant working experience
- Strong knowledge of software testing, especially Agile testing; knowledge of CI is a plus
- Skills in Java and/or C/C++ and scripting language (bash shell) is a plus
- Participate in different phases of the software development life cycle, including testing of integration, function, system, acceptance and regression
- Be obsessed with quality and perfectionism
- Good verbal and written skills, great at explaining complex concepts
- Good English skills
- Genuine desire to see customers happy
- As with all Misfits, a humble spirit who can laugh at themselves and would rather admit fault rather than point fingers.

IN RETURN WE OFFER:
- Meaningful work with cool products: connected/smart devices of top brands such as Armani, Michael Kors, Kate Spade, and Diesel.
- Subsidies for: cell phone, health/fitness, health insurance
- Plenty of food, all the time
- Jerk-free, ego-free environment
- Passionate colleagues
- A commitment to make your time with us the most transformational time in your career to date
- Personal and professional development opportunities

Please send your resume to people@fossil.com