ProtonMail

VPN Technical Support Specialist

Location: Skopje, Macedonia
Type: Full-time
Apply: go to https://careers.protonmail.com/o/vpn-technical-support-specialist and apply online.

Our company
ProtonMail was founded in 2014 by a group of scientists who met at the European Organization for Nuclear Research (CERN). Since its inception, the company has grown at a fast pace, and today has over 40 million users. Our principal product, **ProtonMail**, is the world's largest secure email service. Our second product, **ProtonVPN**, is one of the world's most popular VPN services. Our vision is to build an Internet platform for the protection of digital rights, and we are also developing additional products, such as **Proton Calendar, Proton Drive**, and much more.

Proton users include leaders of the Hong Kong protest movement, *New York Times* journalists, some of the world's largest corporations, and millions of ordinary citizens from over 180 countries. Our team is diverse and dynamic, representing over 30 different nationalities, with offices in Geneva, Zurich, Prague, Vilnius, Skopje, San Francisco, and Taipei.

Your responsibilities:

- Communicate with users and provide technical solutions to their questions and issues
- Develop and maintain positive user relations
- Identify and gather information on user issues and communicate these issues promptly to the appropriate engineering teams
- Provide recommendations on product development based on user needs
- Continuously develop and optimize the content on the customer Support Center blog

Job requirements
- 1+ years of experience working in a technical support role
- Experience working with or a good understanding of VPNs (Virtual Private Networks)
- Ability to distill complex ideas and processes into simple, understandable steps
- Responsible, diligent, and proactive. You give meticulous attention to detail
- Team player with excellent communication skills
- Flexibility to cover various shifts. Weekend shifts will sometimes be required

Bonus points for:
- Basic understanding of programming is considered a plus

Why you should join Proton

- A friendly and casual office environment
- A dedicated office budget that can be used for gym memberships, buying snacks for the office, public parking or professional development

ProtonMail

- We work on interesting, challenging problems. Each day you will face a new issue, and there is never a dull moment
- Our rapid growth means there are many opportunities for advancement
- Do something meaningful. ProtonMail protects dissidents, journalists, and activists. Our work saves lives
- Be part of something bigger. Millions of people and businesses around the world have embraced our idea of an Internet where privacy and security are the default. Join the privacy revolution that is changing the world

To learn more about ProtonMail, you can visit our website: https://protonmail.com