



<https://heenok.com/careers/open-roles/technical-support-developer/>

## Technical Support Developer

### Description

The Technical Support Developer will provide essential technical support to both Heenok's internal team and its users. This individual will assist in resolving technical issues, bugs, and queries related to the platform, ensuring that both creators and users have a seamless experience. The role requires strong problem-solving skills, a deep understanding of the platform's technical infrastructure, and the ability to explain technical concepts in a clear, understandable way.

### Responsibilities

- Troubleshoot and resolve technical issues related to Heenok's platform, ensuring swift resolutions for users and creators.
- Collaborate with the development team to identify and fix bugs, platform errors, or issues that affect user experience.
- Assist in system updates and integration of new features, ensuring minimal disruption to users.
- Provide support for technical inquiries, assisting with troubleshooting, setup, and general technical guidance.
- Communicate with users to gather details about issues, reproduce errors, and provide timely feedback.
- Document technical solutions and issues to improve knowledge management.
- Ensure the platform operates smoothly, with minimal downtime or technical issues.

### Qualifications

- Proven experience in technical support or software development, preferably in a web-based platform environment.
- Strong knowledge of web technologies, databases, and server management.
- Excellent problem-solving skills and ability to diagnose and resolve technical issues.
- Familiarity with programming languages (e.g., PHP, JavaScript, Python) and web development frameworks.
- Strong communication skills with the ability to explain technical concepts to non-technical users.
- Ability to work under pressure and handle multiple tasks simultaneously.
- Experience with issue tracking and management tools (e.g., Jira, Zendesk) is a plus.

### Job Benefits

- Opportunity to be a key player in maintaining and improving Heenok's platform.
- Work in a fast-paced, collaborative, and innovative team environment.
- Remote work opportunity with flexible working hours.
- Be part of a growing company that values technical excellence and user

### Hiring organization

Heenok Technology Limited

### Employment Type

Full-time

### Industry

Technology

### Job Location

Remote work from: Nigeria

### Working Hours

The role offers flexibility, emphasizing deliverables over rigid working hours, making it ideal for self-motivated individuals.

### Date posted

December 1, 2024

experience.

## **Contacts**

If you believe you have what it takes to excel in this role, we'd love to hear from you! Click the **Apply Now** button on our website to get started. Here's what we'll need from you:

1. **Your Personal Information**
2. **Your CV/Resume** – Showcase your skills and experiences.
3. **Your Growth Document** – Share your unique plan (not more than 2 pages) on how you can help Heenok achieve its vision with this role you are applying for.

We're excited to learn about you and your ideas. If you have any questions about the application process, do not hesitate to reach out to us.