**TORO** is a technology business company leader in the NFC Mobile Ecosystem. We are pioneers in enabling commerce with mobile phones and a global reference in the Near Field Communication.

**TORO** provides the Mobile Wallet Infrastructure and its associated systems, services and rules to make electronic transactions with the mobile phone happen between millions of consumers, retailers, businesses and governments.

**TORO**'s Team is formed by top level research engineers and specialists in the area. You will work with the top minds in technology to help create the greatest things for the future of the mobile commerce. Our crew is made of multiple nationalities, where each team member brings a special part to make a great multicultural environment. We provide continuous workshops, researches and full contact with the main engineering actors of the present and the future of the NFC.

We have 1 position for **L2 Tech Support Engineer** to join our office in **Barcelona**.

What you need for this position?
- Excellent team skills
- 3+ years of experience in the field of Technical Support
- Knowledge of Linux OS, scripting (Shell, Perl or Python), SQL, SOAP, REST, Android applications and Java applications
- Good level of English - spoken and written. It's a customer facing position!
- Troubleshooting and problem solving skills
- Well organized and customer oriented

Experience with the following would be a great plus:
- General understanding of networking, Tomcat , Android SDK, web technologies
- Oracle, MySQL, Mongo DB
- Confluence, Jira
- ITIL
- Spanish

What you'll be doing?
- This is a customer facing position. Applicants must have good communication skills in English (both written and spoken) and be customer oriented.
- Acquire expertise in Toro's products
- As a L2 Tech Support Engineer, you will be in touch with the support Level 1 of our partners or customers to collect, analyze, reproduce, escalate and report on issues until resolution.
- You will be taking leadership in issues resolution by testing and suggesting workarounds, identifying steps to reproduce bug. You will have authority to escalate issues to developers and propose resolution plans to our customers and partners.

- Internally you will interact with QA engineers, Developers and DevOps engineers and report to the Head of Platform Operations.
- This is a challenging technical position where you will be exposed to various and complex technologies (Mobile applications, EMV payments, web services, integration with TSM, various security schemes, big data, ...). Curiosity and willingness to learn an grow your skills is a prerequisite.
- We are looking for candidates who are pro-active, with the sense of responsibility and able to work under minimum supervision!

If you are a good fit for this position and are interested in working in an international and dynamic environment, please send your English resume to **contact@toro-eu.com**