

**REF:** AS2201BR

**JOB POSITION:** Support Analyst

**LOCATION:** Brasil (SP/RJ e outros conforme demanda)

## About Nonius

### 16 years of experience in hospitality technology

[Nonius](#) provides hospitality technology to more than 330,000 rooms worldwide – in Hotels of the most renowned international chains and several of the most emblematic and recognized independent hotels.

With 11 subsidiaries in EMEA and the Americas and an extensive service partners network, Nonius is equipped to serve global hotel groups, local chains and independent hotels.

We also bring hospitality to other markets such as Outdoor, Apartments, Co-living, Healthcare, Maritime and other Sport and Leisure facilities.

### Job description/specification

Nonius is looking for a Support Analyst to support customers and technical staff (maintenance and IT) in troubleshooting and configuring equipment, participating in network implementation projects and analyzing problems in customer systems.

### Responsibilities/tasks

- Perform tickets/support tasks assigned for and during shift;
- Answer phone calls from customers or guests during the shift;
- Execute assigned preventive maintenance tickets/tasks according to resolution guidelines/scripts.

### What we are looking for:

- We are looking for smart, good-spirited and talented people!
- People with a sense of work ethics, responsibility and commitment;
- Training in Information Systems/ Computer, Networks/ Telecommunications;
- Willing to learn new technical things every day and aspire to be an expert in the field of networking;
- Experience working with Lan/Wan and TCP/IP networks;
- Linux notions;
- Good communication skills;

- Advanced English (Spoken and Written);
- Available to work in shifts.

#### We will also value the following

- IT certifications [MCSE, CCNA, etc];
- Practical experience with network equipment: routers, switches, access points;
- Basic knowledge of network protocols;
- Scripting languages (bash and other CLI);
- Advanced Spanish.

#### What we offer

- An exciting role on an established company that has been growing sustainable year on year;
- Great Office environment with fully equipped staff kitchen, free beverages (coffee, tea,...);

Please send your resume in English to [jobs@noniussoftware.com](mailto:jobs@noniussoftware.com) with reference **AS2201BR**.