

# RushFiles

you're in control

RushFiles A/S

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## IT Support with potential

### Student worker - Horsens department

*RushFiles is looking for an individual to join our passionate support team. Ideal candidates are comfy in a dynamic start-up environment, and have previous work experience with IT, SaaS or Cloud services.*

#### The Role:

You will be a part of our technical support and work closely together with our sales and development teams.

In this position you will be our 1<sup>st</sup> line support by answering requests from partners in our ticket system where it's important to give a good first impression and in a professional matter.

In collaboration with the rest of the support team, you will help in making guides and upgrade our knowledgebase to help our partners help themselves.

You will collect branding material from our partners who choose to have the RushFiles product rebranded. In highly pressured periods and in vacation times you will have the chance to step in.

#### The Tasks:

- 1<sup>st</sup> line technical support
- Help create new guides

- Update current guides
- Update known issues list
- Collect and verify branding material
- Ad-hoc tasks from time to time

#### About you:

You have experience from a similar job or are a champion of customer service. You know how to give a good impression and keep a professional tone.

You have experience with IT/Cloud services and are fluent in English and Danish.

In addition, you need to:

- Have excellent team work skills with customers and colleagues
- Be proactive and persistently curious about analyzing root-causes of issues and capable of creating solid solutions and work-arounds for them
- Be persistent, have personal drive and be flexible

#### What we offer:

We offer you a challenging student job with excellent opportunities to develop professionally and personally alongside skilled and enthusiastic colleagues.

A corporate culture on the forefront of the digital age, passionate about technology.

#### Additional information

Your primary work location will be in Horsens, Denmark.

We expect you to work approx. 15-20 hours a week. The weekly hours may vary with respect for your studies.

#### To apply:

E-mail your resume and cover letter, in English or Danish, to [info@rushfiles.com](mailto:info@rushfiles.com) and tell us how you'll contribute.

#### About RushFiles:

*RushFiles is a fast-growing technology company reinforcing corporate data security, file sync and collaboration. Counting more than 110,000 active business accounts, our tech turns any datacenter into a hybrid cloud with enterprise-grade security features.*

*By enabling service providers to engage directly with B2B customers, RushFiles aims to set new standards in corporate collaboration.*

*Our services and partner network is live in over 20 countries worldwide.*