



Title           **Technical Support and Quality Assurance**

Context        Young high-tech high-growth startup, seeking for talents for critical roles to compete in the global market of pervasive wireless networking.

Tanaza is recruiting as we are growing fast.

Non hard-working and non-passionate people STAY AWAY.

Location       Milano

The candidate will be in charge of the following tasks:

- **Support customers** that require help in the usage of Tanaza Software as a Service, through **state-of-the-art CRM and Customer Support platforms** (SalesForce, Desk);
- **Support Sales** department in the sale process;
- **Guarantee Tanaza SaaS quality level**;
- Define Test Cases in order to **assure performance and specification verification**;
- **Define Test Scripts** in order to cover all Test Cases;
- **Execute** Test Scripts through semi-automatic and automatic testing machine;
- Assure **R&D process quality**, managing all the involved information;
- **Manage the knowledge base** of Tanaza.

Requirements:

- Strong communications and writing skills in **English**;
- Understanding of **networking products and IT solutions** (ISO/OSI, IP, Ethernet);
- **Passion** for technology and for wireless;
- **Precision** attitude;
- Wish to **pro-actively learn** and grow;
- Usage of **Linux** OS;
- Basic knowledge of **Java**;
- Knowledge of **TestLink** or other Test Management Tools is a plus.