

CERERE 557 /11.11.2025

de solicitare a sprijinului organizatiilor nonguvernamentale

 --Catre **Fundatia Motivation Romania**

Subscrisa Consignor SRL cu sediul in localitatea Bucuresti, Calea Victoriei, nr. 145, et. 5 (nivel 6), sector 1,

solicit sprijinul dumneavoastra pentru a informa persoanele cu dizabilitati pe care le aveti in evidenta cu privire la oportunitatile de angajare in cadrul Consignor SRL pentru urmatoarele functii/ posturi:

| Nr. crt. | Denumirea postului vacant | Codul COR | Nr. de posturi vacante | Atributiile postului | Calificarea sau competentele necesare ocuparii postului vacant ¹ | Norma de lucru ² | Tipul raportului si durata ³ |
|----------|---------------------------------|--|------------------------|---|---|-----------------------------|---|
| 1. | Customer Support Manager | Manager tehnologia informatiilor si comunicatii, 133007 | 1 | <ul style="list-style-type: none"> Lead and develop a Customer Support team, ensuring timely, high-quality customer service delivery Set the operational direction and establish daily priorities, in line with the global Customer Support strategy Own and optimize support processes, ensuring efficiency, scalability, and alignment across teams Contribute to the expansion and structure of the team to handle increasing ticket volumes and evolving customer needs Drive accountability and performance through clear KPIs, including CSAT, SLA adherence, and backlog reduction Identify and lead continuous improvement and transformation initiatives to elevate support delivery Conduct regular performance reviews and coaching conversations to grow and retain talent | <ul style="list-style-type: none"> Bachelor's degree and 5+ years in a Customer or Technical Support environment 3+ years of experience in a leadership role managing distributed teams Prior experience in a SaaS or software company is highly advantageous Strong knowledge of support process design and management, with a structured approach to scaling support operations Proven success in building and developing teams through change and rapid growth Fluency in English is mandatory (written and spoken) Excellent communication and stakeholder management skills Hands-on experience with support platforms and reporting tools (e.g., ticketing, telephony, dashboards) A proactive, data-informed mindset with a strong sense of ownership and urgency | 8h/zi | Contract de munca, durata nedeterminata |



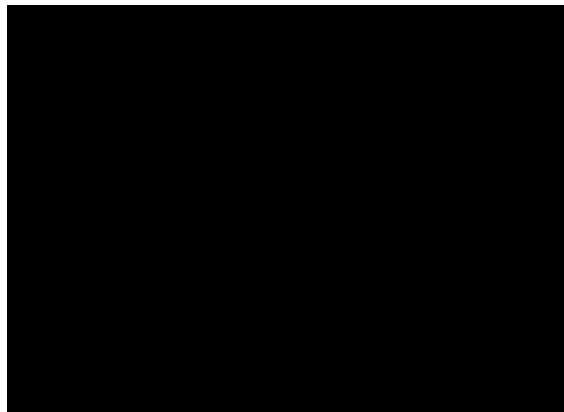
| | | | | | | | |
|----|----------------------------------|---|---|--|---|-------|---|
| | | | | <ul style="list-style-type: none"> • Support the rollout and adoption of tooling, automation, and AI-driven improvements within the team • Partner with Product, Engineering, Sales, and Account Management to ensure a seamless, customer-centric experience • Participate in the quality assurance process, using audit insights to drive performance and service enhancements • Actively manage escalations and ensure fast, effective resolution of high-impact customer issues • Travel occasionally (minimal but required) to maintain team cohesion and stakeholder alignment | | | |
| 2. | Site Reliability Engineer | Inginer de sistem in informatica, 251203 | 1 | <ul style="list-style-type: none"> • Configuration and maintenance of hosted systems and related infrastructure • Configuration and maintenance of applications in close collaboration with software engineers • Performance tuning of systems and applications to handle large data volumes and ensure 24/7 availability • Monitoring of systems, applications, and services to maintain stability and reliability • Troubleshooting of incidents, with ownership up to the OS-application boundary • Continuous improvement and optimization of team procedures and operational practices • Participating in the on-call rotation outside of office hours | <ul style="list-style-type: none"> • Proven experience in a similar role (SRE, DevOps, or Systems Engineer) managing Linux-based systems and applications • Experience in managing an AWS environment, including automation • Hands-on experience in automation and scripting for infrastructure, containers, systems, and applications • Understanding of the challenges and responsibilities of running a 24/7 operation • Ability to work independently as well as collaboratively in a team environment • Enthusiasm for troubleshooting and using issues as opportunities to learn and improve • Fluent written and spoken English • Technical Environment - We have a broad toolset in use; any level of working knowledge with one or more of these tools or technologies is a plus: <ul style="list-style-type: none"> • Linux • Kubernetes/Rancher/Docker • Jenkins/Rundeck • Tomcat • PostgreSQL/MySQL/SQL Server • Splunk • RabbitMQ • ElasticSearch | 8h/zi | Contract de munca, durata nedeterminata |



Informatii suplimentare se pot obtine la nr. de telefon: 0753051018, email: elena.nichifor@nshift.com, persoana de contact: Elena Nichifor, Talent Acquisition Specialist

Data,

11.11.2025



¹ Se completeaza cu calificarea sau, dupa caz, cu competentele necesare ocuparii postului vacant

² Se completeaza cu norma de lucru prevazuta pentru postul vacant respectiv

³ Se completeaza, dupa caz, cu raport de munca sau raport de serviciu si durata nedeterminata sau durata determinata