

Technical Support @ Join.IT

contact@effitalents.com

Phone :

Web :



Job Summary

Vacancy :

Deadline : Dec 05, 2025

Published : Nov 05, 2025

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Entry Level

Qualification :

Job Description

Responsibilities:

- Support the **technical pre-sales process** for ManageEngine solutions.
- Conduct **technical demos, proofs of concept, and provide Level 1 and 2 technical support**.
- Assist with **solution implementation projects** for clients.
- Collaborate with **sales and technical teams** to ensure client satisfaction.
- Occasionally **attend events and trade shows** (up to 4 trips per year, mainly to Angola or Cape Verde).
- Handle client communication in **Portuguese and English**.

Requirements:

- Recent graduate or Master's degree in **Information Technology, Computer Engineering, Networks & Security**, or related fields.
- Strong **communication skills, empathy, and customer-oriented mindset**.
- **Proactive attitude**, initiative, and eagerness to grow in a commercial environment.
- Ability to work **independently** and manage time effectively.
- **Fluent in English and Portuguese** (mandatory).
- Experience (even academic) in **IT networks and security** is a plus.
- Knowledge of **ManageEngine solutions** or other IT management tools is an advantage.

Advantage:

- **Net salary**: €1,500 x 14 months.
- **Attractive variable commission system**, with performance bonuses for pre-sales and cross-selling.
- **Meal card and health insurance** included.
- Employment contract with **flexible hours**, within Portugal's standard schedule (9 am to 6 pm, 1-hour lunch break).
- **22 working days of paid vacation** per year.
- Real opportunities for **growth and continuous training**.
- **Informal, collaborative, and results-oriented** work environment

About the company:

In Angola, the official partner of ManageEngine (Zoho Corp.) is JOIN.IT, a company that operates as a value-added distributor of ManageEngine software in the Angola and Cape Verde markets. JOIN.IT represents the full range of ManageEngine IT management solutions, providing commercial and technical support to local partners.

Your recruiter:

Joana Talent Acquisition Specialist @ Effitalents.
Feel free to contact her for more information!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
