

Support & Enablement Specialist

Deadline:

Are you a technically skilled problem-solver who thrives on internal support, debugging, documentation, and knowledge sharing? If you're passionate about building something new, making a tangible impact, and ensuring the success of our product and teams, then we'd love to hear from you.

Contact person:

Brian Bjørn

Contact email:

Brian Bjørn

About the role

We're looking for two Support & Enablement Specialists to play a key role in establishing our new 2nd level Support & Enablement team. As the primary technical resource for our customer-facing teams, your main responsibility will be delivering 2nd level Support, ensuring that complex technical issues are identified, documented, and resolved efficiently.

Job area:

Support

Beyond troubleshooting, you will test, reproduce, and report bugs, create and review internal & external enablement content, and coach colleagues in the technical and logical use of our HR system, Emplify. Your work will directly impact how teams operate, equipping them with the knowledge and tools needed to deliver exceptional service.

Position type:

Full time

This role sits at the intersection of our Product and Customer Engagement teams, bridging the gap between technical complexity and practical application. As part of this newly formed team, you will have the opportunity to shape processes, streamline workflows, and drive continuous improvements that enhance both customer satisfaction and internal efficiency.

Location of job:

Østerbro (Copenhagen)

Key responsibilities

As a Support & enablement specialist you have the responsibility for 2nd level Support & escalation management. This means that you serve as the main contact for customer-facing teams on technical issues, investigate and reproduce bugs, and provide detailed reports with prioritization recommendations to the development team. In collaboration with the Product-team you document issues, conduct impact analysis and suggest prioritization for bug fixes and improvements.

Furthermore, you will work with the following:

- **Training & knowledge sharing**

In collaboration with our User Enablement Team and our overall strategy, help develop and deliver internal training programs, create and review documentation, and implement knowledge-sharing tools like Raffle, Pendo, or Fullview.

- **Customer-facing content & enablement**

Create and review technical documentation, develop self-service material, and support customer calls requiring deep technical insights.

- **Process optimization & incident management**

Analyze support trends, identify recurring issues, provide data-driven process improvements, and assist in clear incident communication.

- **Continuous Improvement & efficiency**

Drive enhancements in workflows, refine troubleshooting processes, and implement solutions that improve efficiency and customer satisfaction.

About you

You have experience as 2nd level Support, Product Specialist or similar position. You have technical expertise in troubleshooting, bug reporting and issue resolution within a SaaS or software-driven company. Moreover, you have strong ability to reproduce, document and communicate technical issues to developers and non-technical teams and individuals.

It is a plus if you have:

- Experience with bug tracking tools (Jira, Zendesk, etc.) and knowledge-sharing platforms.
- Experience working with APIs, testing endpoints, and debugging API-related issues.
- Familiarity with AWS, Azure, or Google Cloud, including cloud-based infrastructure and troubleshooting cloud services.

Personal capabilities

- Excellent communication skills capable of explaining highly complex technical topics to both technical and non-technical audiences.
- Fluent in English required, fluent in Danish preferred
- A proactive mindset with a focus on continuous improvement in processes and documentation.
- Proactive, detail-oriented, and self-driven
- Quick to adapt to changes with a customer centric mindset

- Loves to have fun, laugh and spread positivity!

Why work with us?

Join us at Paychex Europe, where innovation meets opportunity, and be part of a dynamic team that values growth and excellence. Paychex Europe is a leading provider of payroll, HR, and time & attendance solutions, with more than 50 years of experience supporting the entire employee lifecycle and about 500 employees.

At Paychex Europe, we prioritize a healthy, balanced, and inclusive work environment where employees are valued and respected. You will join a growing software company with good values and a motivating culture. We encourage a social culture and believe that it makes taking on challenges together a lot more fun. To sum it up: Plenty of learning, and exciting challenges in a great work environment.

Interested?

If you are interested in learning more about the position, please contact Brian Bjørn, Head of Support, at bbjoern@lessor.dk or by phone at +45 53702736.

Applications will be handled continuously, and we will hire as soon as the right new team members are found.

We are looking forward to hearing from you.