

Technical Support Engineer

Job type: Full time

Location: Soltau, Germany

Salary: €22850- €34300

We are looking for a Technical Support Engineer who has a passion to learning new technologies and resolving technical problems. On a scheduled basis, you will either be working as part of our global Service Desk team, or our consulting team.

While working with the service desk team you will be supporting our range of software solutions, requiring the investigating and analysis of complex problems to provide customers with quality solutions.

Our consulting team are required to deliver installations and upgrades of Data Interchange products to customers, either on site or remotely, as well as providing user training on our product portfolio. Some projects may require you to use using our in-house products to create data mappings for customers between different file formats, liaising with the customer to clarify data requirements, reviewing message specifications and ensuring compliance to the customer's business requirements.

Your responsibilities will include:

- Work as part of a team providing professional and comprehensive support and professional services to our customers.
- Dealing with customer technical issues received via the telephone and email.
- Providing customer feedback on their issues as they are progressed and record any interactions within the case handling system.
- Ensuring high customer satisfaction by providing a professional service and swift resolution to all customer issues
- Recreating problems in house and providing evidence where bug fixes are required

Successful candidates will have:

- A good understanding of IT networks and .NET/SQL based applications
- The ability to investigate issues in an analytical fashion
- Good written and verbal communication skills

Ideally you will have customer facing and IT service desk experience.

Alongside a competitive salary and benefits, we also offer the following:

- Individual training benefits
- Regular, subsidised staff social events
- Excellent career progression

To apply for this position, please forward a copy of you CV and covering letter to careers@datainterchange.com