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You are highly qualified and would like to work in GERMANY? 212-NRW-IT

The International Placement Services (ZAV) are member of the European Employment Services network EURES – We place our services at your disposal without charge!

We are looking for a

Product Support Specialist (Industrial Software) (m/f)

in Cologne, North Rhine Westphalia



NRW ist top!

North Rhine-Westphalia is a diversity state, where industrial and rural regions lie very close to each other. Discover the metropolitan area in the heart of Europe, with a strong economy and countless leisure time facilities.
NRW is thrilling! www.land.nrw

The company:

The employer is a multi-cultural company by the heart inventing an industrial information management system built for the IoT and Industry 4.0 age. It lets industrial manufacturers, system vendors and integrators create a uniform real-time data infrastructure out of heterogeneous sensor, device and systems environments, distributed on super-regional scale. An infinitely scalable real-time data middleware for the enterprise, a true system of systems.

The company is celebrating early adopter market success with fortune 500 customers and search for talented, high-motivated team players, helping us to reach next levels of global recognition and further pace setting.

Your tasks:

You will join the technical team and focus on end customer and integration partner's technical support. The system is a complex beast, but your colleagues will make sure that you swing in perfectly and help them creating a world-class support quality system based on the best technologies available. The company aims to integrate users and give them the support they require with the least possible effort on their side. Join the team and help the company to establish a support system unrivalled in industry.

Your profile:

- You have **at least 3-5 years' experience in software product support**, preferably in a complex, technical environment
- You are absolutely passionate about solving the problem, and helping development and QA to improve constantly while being patient and helpful with customers and partners
- You understand and live the concept that excellent product support is the best marketing for a complex software product
- You are a **native English speaker or master the language on proven level. Basic skills in German are an advantage.**
- You have **at least a bachelor degree** in a science, engineering or technical subject.
- You master server platforms (Win/noWin), databases (SQL/noSQL), web, network and security technologies.
- You are familiar with the latest Microsoft development tools (VS/TFS) and highly regulated and automated development processes.
- You like to play in a team and aim for continuous improvement. You get things done.

The employer offers:

- A fast growing technical innovator still keeping a family-like attitude across a group of highly passionate individuals.
- Relocation services (help with the first administrative steps in Germany) can be arranged individually.

You are interested?

Please send us your **CV** or **EUROPASS** (<http://europass.europa.eu>) in German or English via email: ZAV-IPS-Nordrhein-Westfalen@arbeitsagentur.de!

Please use the keyword **“212-NRW-IT”**.