



## Searching for Global Players Software Support Engineer (f/m/x)

MIC is leading worldwide in the automation of global customs and trade compliance processes. With our software solutions, we ensure safe and efficient customs clearance within the legal frameworks for more than 800 customers - like VW, Zalando and IKEA - on 6 continents.

You like to work analytically and you enjoy to help others? If so, then this varied position fits you perfectly!

### Your job

- 🌐 As part of the Support Team you will support our international customers and Key Users in the application of our software products and ensure that solutions are rolled out in a timely manner (2nd level support)
- 🌐 In the role of Software Support Engineer you will answer technical and functional inquiries from customers regarding MIC Global Trade Management (GTM) suite, create workarounds when standard procedures have failed, and ensure that solutions are being rolled out in a timely manner
- 🌐 Analyzing of the source code of the MIC GTM application. (Java, Oracle PL/SQL, SQL) are also part of your your job
- 🌐 You also assign customer requirements to the application functionality, identify gaps, create program specifications and define test cases
- 🌐 You document knowledge in the form of technical notes and articles in the knowledge base
- 🌐 Career opportunities: Senior Support Engineer, Application Operations Manager, 3rd Level Analyst

### Your skills

- 🌐 Computer science education (HTL, FH, Uni) with some years of relevant work experience
- 🌐 Good knowledge in JAVA, SQL and relational DB
- 🌐 Very good English (spoken & written)
- 🌐 German skills are beneficial

- 🌐 Service orientation and good communication skills
- 🌐 Ability to work in a team
- 🌐 Independent, structured & proactive way of working

### We offer you

- 🌐 Privately owned, stably growing world market leader with 11 offices on 3 continents
- 🌐 International context with global players as customers
- 🌐 Cooperative, appreciative and respectful culture based on diversity, equal treatment and fair pay
- 🌐 Your personal training plan, organized by the MIC-Academy, as well as your mentor support your professional onboarding
- 🌐 Individual development and career opportunities
- 🌐 Flexibility in a hybrid work environment allows you to combine your career, studies and private life

### Compensation

We are legally required to mention the compensation for this position. We offer a minimum salary of € 45.400,- gross/year (38,5 hours / week, no All-in contracts) plus an employee bonus and numerous other benefits. Of course, we are adapting the compensation according to your experience and qualification.



Flexible hours



Further education



Cafeteria



Home Office



Company pension



Free parking



Health promotion

**Become an active part in the global trade world!**  
**Linz | Hagenberg | Salzburg | Wien**

### Application

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