



## Your future at your fingertips: cooperative, international, global Application Support Specialist (m/f/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 700 customers - like VW, Zalando, IKEA, Panasonic - on 6 continents.

Is it your passion to analyze and develop solutions related to software issues as well as customer requests? Create workaround procedures when standard procedures have failed? And work with geographically dispersed team members and international customers? - Then we do have the suitable position for you!

### Your job

- 🌐 Document, research and resolve customer support issues (including source code); extraction of data, analysis and correction of data in Oracle database; performance analysis of programs; escalate urgent problems requiring more in-depth knowledge to appropriate internal resources
- 🌐 Application troubleshooting and issue resolution for client requests and batch issues
- 🌐 Test implemented solutions, new applications, and assist customer with user acceptance testing
- 🌐 Communicate with customer and build relationships; organize open issues; prepare reports
- 🌐 Prepare users by mapping terminology and procedures to client's operating environment
- 🌐 Design and develop changes to MIC's Oracle-based customs and trade software
- 🌐 Map customer requirements to application functionality, identify gaps, create program specifications and define software tests
- 🌐 Program identified gaps using Oracle development tools and integrate solution into customer's IT environment (e. g. scripting, messaging, scheduling)
- 🌐 Analyze customer change requests; formulate program and document changes to existing applications

### Your skills and qualifications

- 🌐 4-year undergraduate degree (IT, engineering or mathematics with focus on IT applications)
- 🌐 Familiar with Java or other object-oriented programming language
- 🌐 Minimum 2 years relevant database and/or Java programming

- 🌐 experience
- 🌐 Training/experiences in Java (Eclipse), Oracle database and SQL, PLSQL
- 🌐 Experience with operating systems and scripting (Windows, Unix/Linux)
- 🌐 Good communication skills (telephone and personal contact)
- 🌐 Team Player with strong problem solving and analytical skills
- 🌐 Ability to work independently and well structured
- 🌐 Thai (mother tongue)
- 🌐 English (written & spoken)

### We offer you

- 🌐 Privately owned, stably growing company with HQ in Linz/Austria
- 🌐 World market leader with 9 offices on 3 continents
- 🌐 Cooperative, appreciative and respectful teamwork
- 🌐 International context with multinational customers
- 🌐 Professional on-boarding, MIC Academy training
- 🌐 Various benefits: Health insurance/medical plan, bonus payment, provident fund, annual leave, public holidays, grant for sports activities



Flexible hours



Further education



Provident Fund

**Become an active part in the global trade world - based at MIC Bangkok Office!**

### Apply to:

[www.mic-cust.com/career/](http://www.mic-cust.com/career/)  
Margit Bencic / MIC Headquarters  
Tel.: +43 (732) 778496-0

MIC Customs Solutions TH Ltd.  
Level 32 Interchange 21 Building  
399 Sukhumvit Road (Soi 21)  
North Klongtoey, Wattana  
Bangkok 10110  
Thailand

