



## Your future at your fingertips: cooperative, international, global Support Engineer (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 800 customers - like VW, Zalando, IKEA - 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? - Here is the suitable position for you!**

### Your job

- 🌐 Answering incoming requests from customers and address their questions and concerns regarding MIC GTM-suite
- 🌐 Create work-around procedures when standard procedures have failed and ensuring that issues are resolved in a timely fashion
- 🌐 Analyze source code of MIC-GTM and develop smaller enhancements or do bug fixing (Java, Eclipse, Oracle PLSQL, BIRT)
- 🌐 Escalate urgent problems requiring more in-depth knowledge to appropriate internal resources
- 🌐 Provide prompt and accurate feedback to customers
- 🌐 Ensure proper recording and closure of all issues
- 🌐 Prepare accurate and timely reports
- 🌐 Document knowledge in the form of knowledge base tech notes and articles
- 🌐 Map customer requirements to application functionality, identify gaps, create program specifications and define test cases
- 🌐 Test new software releases and assist customers at user acceptance testing
- 🌐 Inform customers about technical/legal/software news
- 🌐 Support other MIC teams on IT related tasks (e.g., data migration, software upgrades)
- 🌐 Provide user trainings to customers
- 🌐 Maintain good relationship with clients

### Your skills and qualifications

- 🌐 Degree in computer science or IT
- 🌐 Proven work experience in IT support, software engineering or technical engineering of minimum 3 years

- 🌐 Experience with Oracle database and SQL, PLSQL
- 🌐 Experience with Java projects in Eclipse
- 🌐 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
- 🌐 Spanish (native speaker), English (written & spoken)

### We offer you

- 🌐 Privately owned, stably growing company with HQ in Linz/Austria
- 🌐 World market leader with 11 offices on 3 continents
- 🌐 Cooperative, appreciative and respectful teamwork
- 🌐 International context with multinational customers
- 🌐 Professional on-boarding, MIC Academy training
- 🌐 Individual career paths
- 🌐 Various benefits: Aguinaldo (30 days Christmas bonus), Vale Despensa, life insurance, supplemental medical insurance, 15 days vacation, possibility for on-site-training in Austria / Europe or USA



Flexible hours



Further education



Health promotion

**Become an active part in the global trade world!  
in Mexico City (CDMX)**

### Apply to:

[www.mic-cust.com/karriere](http://www.mic-cust.com/karriere)  
MIC Headquarters / Margit Bencic

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