



## Your future at your fingertips: cooperative, international, global Application Support Specialist

**MIC is the worldwide leading provider** of global customs and trade compliance software solutions. More than 700 customers, in 48+ countries, on six continents, use MIC customs and trade compliance software.

### Your job

Analyze and develop solutions related to software issues as well as customer requests. Create workaround procedures when standard procedures have failed. Escalate urgent problems requiring more in-depth knowledge to appropriate internal resources. Working with geographically dispersed team members and international customers. Work will include: Application troubleshooting and issue resolution for client requests and batch issues.

- 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
- 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

- 4-year undergraduate degree (IT, engineering or mathematics with focus on IT applications)
- 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)

### Our offer

- Privately owned and permanently growing company
- World market leader with 8 offices, in 6 countries, on 3 continents
- Cooperative, appreciative and respectful teamwork
- International context with global players
- Professional on-boarding, MIC Academy training
- Various benefits

**Become an active part in the global trade world – based at MIC Asia-Pacific office in Bangkok!**

### Apply to:

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

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