



Your future at your fingertips: cooperative, international, global Application Support Specialist (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, IKEA - on 6 continents.

Is it your passion to analyze and develop solutions related to software issues and customer requests? And work with international customers in an international company? - If you are flexible regarding work time, we have a suitable position for you!

Your job

- 🌐 As an Application Support Specialist, you are answering incoming requests from customers and address their questions regarding MIC GTM-suite supporting Austrian colleagues (on Central European shifts: 1:00 pm - 10:00 pm / Summer; 2:00 pm - 11:00 pm Winter)
- 🌐 Analyze the source code of MIC-GTM and develop more minor enhancements or do bug fixing (Java, Eclipse, Oracle PLSQL, BIRT)
- 🌐 Escalate urgent problems requiring more in-depth knowledge to appropriate internal resources
- 🌐 Creating workaround procedures when standard procedures have failed and ensuring that issues are resolved in a timely fashion
- 🌐 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
- 🌐 Maintain good relationship with clients

Your skills and qualifications

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

- 🌐 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 11 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



Health Insurance



Home Office

**Become an active part of the global trade world
at our MIC office in Bangkok!**

Apply to:

www.mic-cust.com/career/
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Tel.: +43 (732) 778496-0



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