

DEVELOP

PIONEERING

SOLUTIONS

FOR THE WORLD'S BIGGEST BRANDS



Support Engineer



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.

Your mission

Support Engineers ensure MIC's customer success by delivering expert support, resolving issues, and optimizing system reliability. Through collaboration, agility, and continuous learning, you uphold MIC's high standards for efficiency and customer satisfaction.

- As part of the Value Stream 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 Support Engineer, you will answer technical and functional inquiries from customers regarding MIC Global Trade Management suite
- Analyzing of the source code of the MIC GTM application (Java, Oracle PL/SQL, SQL) is also part of your job
- You document knowledge in the form of technical notes and articles in the knowledge base

Your skills and qualifications

- Degree in Business Information Systems or Computer Science, ideally 3+ years of proven work experience (software support or similar)
- Good knowledge in JAVA, SQL and relational DB (ideally: Oracle)

- Strong problem-solving and analytical skills
- A plus: Customs knowledge
- Service orientation and good communication skills
- Proficient English (spoken & written)

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: Group term life insurance, dental & medical care, retirement saving plan 401k, cell phone, bonus payment

Join the international MIC-Team! (Vancouver, WA or Southfield, MI)

Apply to:

www.mic-cust.com/career

Margit Klima-Bencic / MIC HQs



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