

# Career opportunity: Customer Service Technology Specialist in Cluj-Napoca

## About Wolters Kluwer Financial Services

In Wolters Kluwer's Financial Services business unit we possess deep insight into the industry, providing governance, risk and compliance programs and solutions to more than 15,000 financial services organizations worldwide. More than 400 in-house experts - former regulators and compliance officers, risk analysts, lawyers and financial industry specialists - embed their knowledge and expertise in every service or solution so that financial organizations can be confident they are managing their organization's Finance, Risk and Regulation needs effectively. Despite rapidly changing industry conditions, financial organizations can rest assured knowing that Wolters Kluwer is able to invest and quickly respond to market needs, with financial stability for the long term.

Wolters Kluwer is a global leader in information services and solutions for professionals in the health, tax and accounting, risk and compliance, finance and legal sectors. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with specialized technology and services.

For more information about our solutions and organization, visit [WoltersKluwer.com](http://WoltersKluwer.com), or for our financial services solutions, visit [WoltersKluwerFS.com](http://WoltersKluwerFS.com).

## Job Description

You will provide a high level of customer satisfaction through the delivery of technical support to Wolters Kluwer' customers for our existing and new reg reporting solution platform.

You will be in regular contact with important players in the international banking industry. In this role you are responsible for complex problem-analysis and resolution: you analyze, diagnose, work together with consultants and clients, liaise with internal development teams, recreate and solve reported problems. You will be based in our offices in Cluj.

## The Successful candidate will

- Provide a high level of technical support and assistance for our internationally based customers and consultants concerning different software lines
- Analyse technical questions or reproduce technical problems and provide or develop appropriate solutions related to supported applications/functionality
- Interface with the technical and functional implementation teams which include Application Developers, System Integrators, Database Administrators, System Administrators, Analysts and Consulting professionals
- Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers and solve their issues. Analyze test results to validate new functionalities in close collaboration with the functional development team
- Answer detailed functional finance questions from consultants that are implementing our software at the client's site

## Qualifications and Competences

### Education:

- At least a Bachelor's degree in a relevant technical discipline

### Essential:

- A first experience in a software product environment is an asset.
- Hands-on expertise in the following Database Technologies: Microsoft SQL Server and/or Oracle (SQL query language)
- Hands-on experience with troubleshooting/debugging/programming in java is a plus
- Experience with Websphere and/or Wildfly are a plus
- Strong problem solving and analytical skills
- Strong organizational, time management and prioritization skills, ability to multi-task and meet deadlines
- Excellent spoken and written English; all other languages are considered a plus.

## Personal traits

- Excellent communicator on all levels
- Hands-on, motivated and committed to success
- Apt to a highly dynamic and international environment.