

Software - support engineer (Junior Technical Customer Service Specialist)

Job Description

The support engineer handles incoming questions and bugs reported by customers which have been identified as issues in the OneSumX for Risk Management application.

The main task is identifying the specific issue out of the overall problem that is reported. First it is needed to reproduce the problem on a local environment and once successful, to identify the root cause (eliminating all side events which do not have to do with the real problem).

If this is a bug in the software, the support engineer will have to report the issue to the development team. Otherwise, support to the customer will be provided to resolve the addressed problem.

Qualifications and Skill Set

Profile:

- Diagnostic ability: Ability to go to the core of the problem
- Languages: Excellent spoken & written English
- Database: MS SQL, Oracle and RDBMS concepts
- Programming languages: Java, JavaScript, SQL
- Tools: Oracle SQL Developer, Maven
- JEE application servers (e.g. Wildfly)
- Experience with Docker and Kubernetes

Education:

- Bachelor's degree

Essential:

- 0-2 years of experience in a similar position.
- Basic understanding of OOP, algorithms, and web applications
- Diagnostic ability: Ability to go to the core of the problem
- Database: MS SQL, Oracle and RDBMS concepts
- Programming languages basic: Java, JavaScript, SQL
- JEE application servers (E.g. Wildfly)
- Languages: Excellent spoken & written English

- A thorough understanding of a sizeable number of the tools and technologies listed above.

Nice to have:

- Tools: Oracle SQL Developer, Maven
- Experience with Docker and Kubernetes

Personality / Personal traits:

- Organization: Personal organization is a major factor in your success in the Support domain. It comes beside support team methodology.
- Writing capacity: Ability to describe a concern (issue, enhancement, Knowledge Base article, mails in a clear, accurate and synthetic style.
- Team player.
- Persevering: some issues may require repetitive trials & tests.
- Excellent communication (written and oral) and interpersonal skills.
- Responsible, methodical and organized.
- Self-learner.
- Assertive, being able to make expert decisions based on personal judgement.

You can submit your application at the following link:

https://wk.wd3.myworkdayjobs.com/External/job/ROU-Cluj-Napoca-Blvd-21-Decembrie-1989/Junior-Customer-Service-Technical-Specialist_R0012871