

Jr Software Support Engineer

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 N.V. (AEX: WKL) 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.

Job Description

The support engineer handles incoming questions, issues, enhancements and/or bugs reported by customers which have been identified within the WKFS Regulatory Reporting Local Country Param modules.

The support specialist identifies, troubleshoots, and resolves specific application or product issues, ensuring also that a structural solution or fix for the overall reported problem is provided. First it is required 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 defect identified in the software, the support engineer will have to report the issue to the development team, which acts also as the 3rd line support. Otherwise, support to the customer will be provided to resolve the addressed problem.

Qualifications and Skill Set

Profile:

- Diagnostic and troubleshooting skills: Ability to go to the core of the problem, troubleshoot and analyze data
- Scripting skills: the ability to create scripts for diagnostic purposes (using vbscript, sql)
- Desired programming languages: Java, JavaScript, SQL

- Database knowledge: SQL (MS SQL Server, Oracle) and RDBMS concepts
- Tools: Oracle SQL Developer
- Documentation: contribute to and maintain the knowledge base
- Other technical skills considered as a plus: experience with WebSphere and/or Wildfly, Virtualization basics, MS Excel, Windows operating system knowledge: registry, services, monitoring tools, permissions, etc.

Education:

- Bachelor's degree. Students in final years are also eligible.

Essential:

- A team player with an outgoing personality.
- Good analytical mind, able to think out of the box.
- Problem solver, creative in finding solutions and providing workarounds.
- Strong communication and negotiating skills, comfortable in explaining and defending his/her ideas both internal towards development but also external towards customers, while still able to recognize the merits of others' opinions.
- Demonstrating commitment and results oriented.
- Fluent in English, both written & spoken.
- Other languages as French or German are an important plus
- A thorough understanding of a sizeable number of the tools and technologies listed above.
- Eager to learn how to use our software: become our expert in deploying the product and knowing all its settings, configurations, and features.
- Capable to collect all required information that can be used to fix the issues: reproduction path, logs, data, and system configuration.

Personality / Personal traits:

- Honesty and trust: Your manager and mainly our customers need to trust that you are fully dedicated to your job and to their needs.
- Writing capacity: Ability to describe a concern (issue, enhancement, knowledge base article, emails) in a clear, accurate and synthetic style.
- Proactive.
- Perseverant: 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.