




Jr Software Support Engineer (part-time)

Apply



 ROU - Cluj-Napoca

 Part time

 Posted 30+ Days Ago

 R0028906

Why Wolters Kluwer?

Because we are “a great place for great people to do great work”!

We continuously strive for an inclusive company culture where we attract, develop, and retain high-performing, productive, and diverse talent. We offer broad and deep career paths depending on your aspirations and provide an environment where you can shape your future and thrive.

When you join the Wolters Kluwer team, you’ll be working for a global company that has deep impact on the success of its customers which affects the lives of millions of people and shapes society for the future. Your work at Wolters Kluwer helps to protect people’s health, prosperity, safety, and legal rights while building better professionals in business. Wolters Kluwer provides an environment where you are a critical part of the changing world, where you’re exposed to critical thinking and the latest technologies.

Read more about our work [here](#).

Responsibilities:

- Handle incoming questions, issues, enhancements and/or bugs reported by customers which have been identified within the WKFS Regulatory Reporting Local Country applications

- Identify, troubleshoot, and resolve 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)
- Report the issue to the development team, which acts also as the 3rd line support
- Support to the customer will be provided to resolve the addressed problem

Qualifications and Skill Set:

- 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.

Requirements:

- Students in final years are eligible
- Bachelor's degree
- A team player with an outgoing personality.
- Self-learner, proactive, responsible, perseverant, and organized.
- 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 a plus but not mandatory
- 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

Our Offer:

- Internal Growth programs: #Grow; Mindfulness and Wellbeing programs (Wellbeats, MyQuillibrium, mind & body webinars)
- Days off based on seniority
- Yearly performance bonus
- Holiday bonuses for Christmas and Easter
- Monthly allowance that can be used for public transport / parking / sport etc

- Referral bonus
- Flexible working schedule
- Corporate health insurance

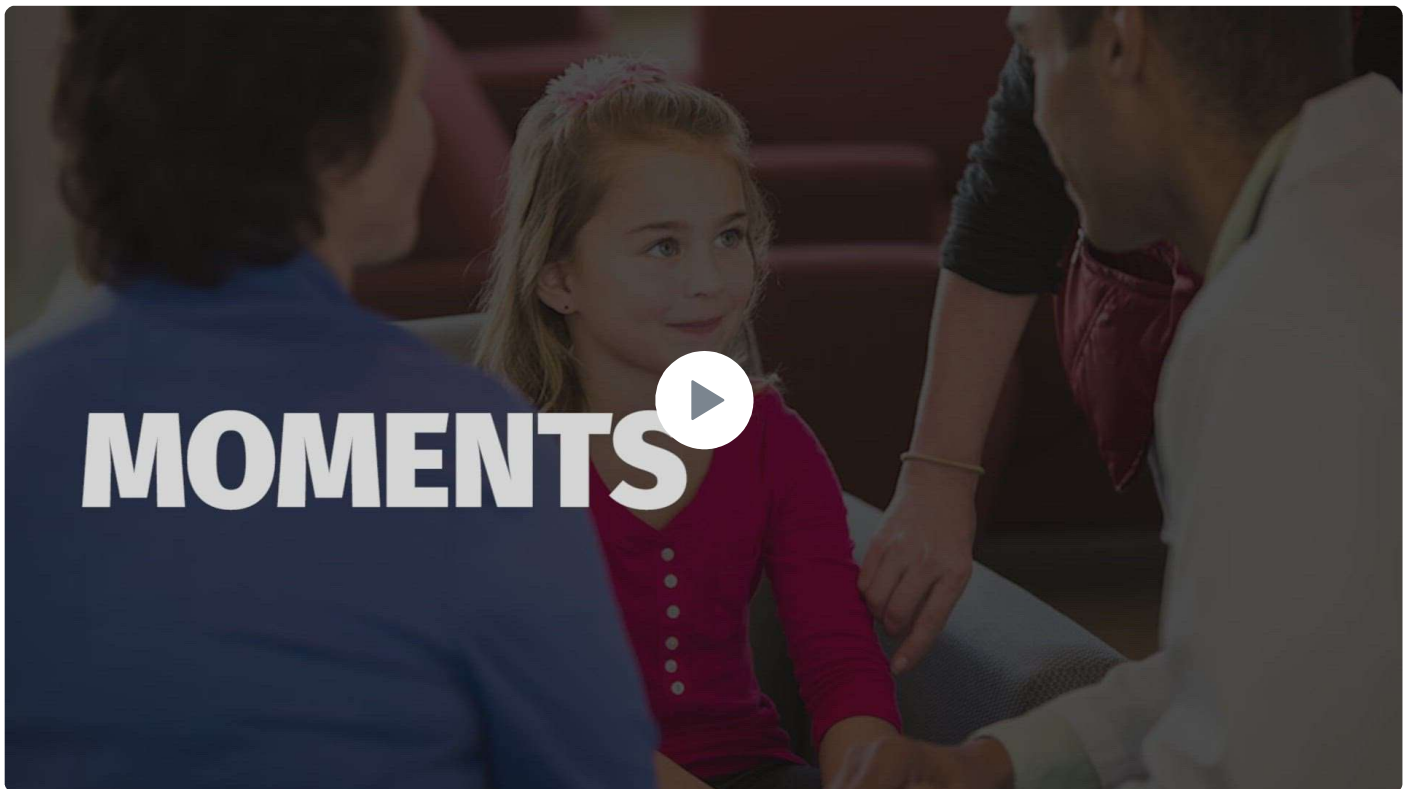


About Us

Wolters Kluwer is a global provider of professional information, software solutions, and services for clinicians, nurses, accountants, lawyers, and tax, finance, audit, risk, compliance, and regulatory sectors.

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The Power of Purpose



Wolters Kluwer reported 2021 annual revenues of €4.8 billion, employs over 19,000 people worldwide and maintains operations in over 40 countries. The company is headquartered in Alphen aan den Rijn, the Netherlands. Wolters Kluwer shares are listed on Euronext Amsterdam (WKL) and are included in the AEX and Euronext 100 indices.

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