Our company is growing rapidly and is searching for experienced candidates for the position of software support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for software support

- You will review performance and service quality reports and offer service improvements
- You will respond to alerts issued by the system, following up, interacting with affected departments
- You will create and distribute reports
- You will constantly improve the system performance
- You will alert on any deviation from normal behavior of the system
- You will act as first point of contact to the customer, dealing with their requirements and inquiries in a timely manner
- You will design, develop, test and implement software change requests
- Receive, track, respond to and resolves Software issues
- Identify technical issues through problem duplication and manipulation of customer data to correct and improve the software
- Utilize multiple hardware and software tools to troubleshoot a variety of issues

Qualifications for software support

- Knowledge of Perl or ASP are added value
- Write shell scripts and quantifications
- Maintain and responsible for Production SLAs
- You have a good knowledge of Esko Software products in order to guarantee a professional call registration, especially ArtiosCAD

- Bachelor's degree in Computer Science or Computer Engineering or related field