

# SOFTWARE SUPPORT ENGINEER (M/F/D)



**Do you want to influence the constantly growing software industry?**  
Develop with us the future of network management

The Infosim GmbH & Co. KG is an international software vendor and value-added reseller headquartered in Würzburg, Germany. With international subsidiaries in Singapore and Austin, TX.

Our main three areas of operation are:

- ❑ Unified Network & Services Management with our award-winning Product StableNet®
- ❑ Business software based on Microsoft Dynamics 365 Business Central
- ❑ Individual software developments

Strong growth in our StableNet® division necessitates the expansion of our team in the HQ office in Würzburg, Germany.

## YOUR AREA OF RESPONSIBILITY

- ❑ Troubleshooting and fault management in 1st, 2nd, 3rd level support
- ❑ Transforming business requirements into technical designs
  - Assisting as Senior Technical Expert for consulting and analysis of respective business requirements
  - Ensuring compliance with standards for the design and deployment of technical solutions
- ❑ Recording of system requirements as well as testing, recommending, and implementation of solutions
- ❑ Support & resolve production challenges and cooperate with other business and technology teams
- ❑ Performing general system administration, including Installation, configuration and support of our StableNet® Monitoring Platform

## YOUR SKILLS

- ❑ Strong analytical and problem-solving skills, as well as excellent customer service skills
- ❑ Ability to interpret faults and correlate events for problem determination within a large varied and complex systems environment
- ❑ Broad experience in networks, operating systems (Windows, Linux) and databases
- ❑ Strong interpersonal skills and ability to communicate clearly and concisely, both orally and in writing
- ❑ Experience in installation and configuration of SQL servers are of particular benefit
- ❑ Fluent written and verbal communication skills in English. Other foreign languages (French, Spanish, Russian, etc.) are an additional advantage
- ❑ Knowledge in Java, XML, etc.

## OUR BENEFITS

- ❑ Friendly and informal work environment with relaxed command structures
- ❑ Exciting international projects
- ❑ Many opportunities for further education and training
- ❑ A broad spectrum of social activities, such as team events or tickets for the Handball Bundesliga
- ❑ Workplaces with panorama view over Würzburg and the Marienberg fortress
- ❑ High level of research and innovation
- ❑ Flexible working hours
- ❑ Ideal location on Hubland North with direct access to public transport and shopping area nearby

**INTERESTED?** We are looking forward to your application: [jobs@infosim.net](mailto:jobs@infosim.net)

Please send us your complete application (PDF) including cover letter, CV, certificates, your salary requirements and earliest date of availability.