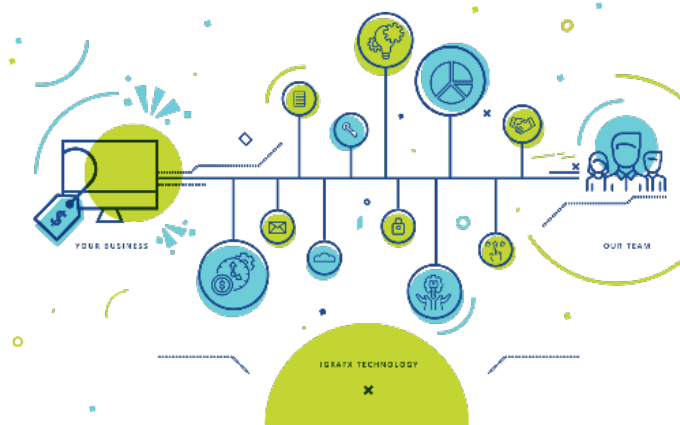


Software Support Engineer - Level 1 (m/f/d)

Full time/Permanent



iGrafX is a leading international provider of **Business Process Management (BPM)** solutions. Our software suite and consulting services have been helping companies to optimize their processes in a controlled, centralized and team-oriented manner across functional and local boundaries for more than 30 years. To strengthen our support team in Munich we are urgently looking for a **Software Support Engineer - Level 1 (m/f/d)**.

YOUR RESPONSIBILITIES

- Monitor the support ticket system and mailbox for tickets and triage them appropriately for direct Level 1 or Level 2 action or escalation to Level 3 while meeting the SLA commitments.
- Effective communication with customers directly to reach a support resolution with a high EQ.
- Troubleshoot and provide resolutions to customers by consulting with them on their technical environment in order to test out the issue scenarios and suggest work arounds or fixes.
- Create and maintain the publicly available iGrafX Knowledge Base articles
- Work closely and communicate well with the team to brainstorm ideas, create/meet deadlines, and drive tasks to completion.

YOUR PROFILE

- Bachelor's Degree preferred in business or technical fields, but other areas considered.
- Fluent/Proficient in German & English. French Fluency/Proficiency is a plus
- Strong sense of ownership
- High technical adaptability

- Strong communication abilities in both written and verbal
- Ability to breakdown complex issues to work towards a resolution
- Entry Level skills in 2 or more of the following areas:
 - o SQL Query building
 - o VB/VBA, C/C#/C++, Java, or JavaScript
 - o Active Directory/LDAP
 - o SAML/SSO/SSL
 - o Apache Tomcat
 - o Azure-based technologies
 - o Process diagramming

WE OFFER

- An international working environment
- The possibility to actively participate in the development of the company
- Very good public transport connections as well as JobRad bicycle leasing
- Flat hierarchies with open communication, fun at work and joint team events
- Hybrid working model

Are you interested? Then we are looking forward to receive your detailed application, stating your earliest possible starting date and your salary expectations, by e-mail to: Ms Elma Ismeier, Office Manager/CAS EMEA, E-Mail: elma.ismeier@igrafx.com, Telephone: +49 8131 3175 0