Therefore Corporation produces high quality information management software for companies around the world. Are you interested in joining a dynamic team – a team that has the goal of producing the world's best information management software? Therefore™ has helped thousands of companies to speed up their business cycles and improve the way they process information. Find out more on our website.

The Therefore support team specializes in problem solving. We work with our partners and customers in diagnosing issues and finding resolutions. We are looking to strengthen our team by recruiting a new:

Software Support Engineer

The Profile:

We're looking for a motivated person that loves challenges and the satisfaction that comes along with not only finding a solution, but helping out our customers along the way. The ideal candidate should bring the following qualifications to the table:

• Higher technical education (University or college degree)
• 3-5 years experience in IT support (2nd or 3rd Level Support)
• Advanced knowledge of Microsoft Windows operating systems, virtualization technologies (Hyper-V) and network architecture
• Experience with relational databases (SQL Server, Oracle) and scripting
• Fluent in spoken and written English. French, German or Spanish are a plus but not required.

The Job:

• Consult and develop effective relationships with our resellers' technical staff.
• Provide support via the ticketing system and phone to our resellers and customers.
• Ability to identify, trace, isolate and replicate problems and successfully conduct root cause analysis.
• Operate our Azure SaaS environment.

The Rewards:

• A challenging and diversified job in an internationally oriented, rapidly growing company.
• A flexible work environment with the freedom to work from anywhere with an internet connection.
• An international, highly motivated and creative team to support you every step of the way.
• We offer flexible working models to suit your preferences. This can be done as a remote job, but you can also work from our office in Mödling, or a mix of both.

The minimum annual gross salary for this position is €43.078 (38.5 hours/week) but can be adjusted based on qualifications and experience.

If these tasks sound like something you would enjoy, we want to hear from you! To apply, please visit our application page at www.therefore.net/apply.