

TRAINEE ENGLISH SPEAKING SUPPORT ENGINEER

SEEBURGER AG is a leading provider of global business integration solutions. Launched in 1986 in Germany, the company today serves more than 8,800 customers in 50 countries through its flagship Business Integration Server (BIS) and related products and services.

We offer a comprehensive Business Integration Suite that functions as a central platform and data hub for all business processes with external business partners. This solution supports all communication channels with business partners, including EDI, paper, fax or the Web. It converts the data into the required formats, controls processes in accordance with configurable rules, interlinks all the major ERP systems and monitors the processes.

Now we aspire to continue writing our success story in Bulgaria. Therefore we are looking for motivated individuals to join our Service Center in Sofia as TRAINEE ENGLISH SPEAKING SUPPORT ENGINEER.

In this role you will:

- *Work on customers projects and system configurations;
- * Solve customers' issues in regards to our software; that is to prioritize the incoming inquiries, to analyze the problem and find a solution or a workaround. If needed there is second level support available, where you can obtain mentoring or escalate to;
- * Operate and monitor hosted systems and applications under MS Windows and Linux;
- * Ensure the performance and availability of the systems we host for our customers in compliance with Service Levels;
- * Plan, implement and optimize mission-critical systems and platforms as part of an ITIL compliant operation;
- * System status reporting.

You will be competent in most of the following:

- * Basic knowledge of common operating systems: MS Windows Server 2003/2008; Linux (basic); MS Terminal services; VMWare;
- * Basic knowledge of Database management systems (MS SQL, Oracle);
- * Basic understanding of network protocols of the TCP/IP stack;
- * Basic understanding of SSL and PKI encryption technologies;
- * Fluent written and spoken English language.

The following will be considered as a plus:

- * German, Italian, Turkish, French or Spanish language is a plus;
- * Basic knowledge of ERP- or EAI-solutions;
- * Understanding common EDI protocols (OFTP, AS2, X400, etc.).

We also expect:

- * Excellent customer service ethics;
- * Ability to drive given tasks to completion;
- * Willingness to work on shifts;
- * Analytical thinking.

We offer:

- * Fixed-term labor contract for a period of six months;
- * Opportunity to grow in the company after the trainee period;
- * Excellent remuneration during the trainee period;
- * Mentoring and training;
- * Challenging projects, personal development and excellent career opportunity in a multinational company working with leading-edge technologies;
- * Friendly and dynamic work-environment in a team of highly motivated young people;
- * Management open to ideas and suggestions for improvement;
- * Flexible working hours.

Job location: Sofia Mladost 1, Grigorij Gorbatenko 6, Fl 3

If you are interested and meet the above requirements, you are invited to submit your detailed CV in English to job@bg.seeburger.com

Please include the **reference number "TES-FMI"** in the message subject.

For more information about our company please visit our web site: www.seeburger.com or find us on Facebook - "Ние сме SEEBURGER"

Sofia, Mladost 1, Grigorij Gorbatenko 6, Fl 3

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