

Support employee (m/f/*)

We value your skills and will provide you with the opportunity to develop them.

Whether you have professional experience or are just starting out - we have the right job for you. Quick entry into an attractive and innovative working environment, a variety of tasks and responsibilities in a good team are guaranteed.

Your tasks

- Customer support via service hotline / Internet / on site
 - Recording and documentation (ticketing)
 - Problem handling (onboard tools, log analysis...)
 - Consulting and analysis for product specific questions
 - Preparation of support cases for the development department incl. Testing
- Product training
- License administration
- Creation of software documentation, FAQs and training materials



What you bring

- Ideally aX5 / aX4 skills
- MS SQL and IT skills as standard (network, VM...)
- German and English in spoken and written
- PLC / logic programming and automation
- Ideally experience with fieldbuses (PB, PN, OPC-UA, Modbus...)
- Ideally practical experience in the support area
- Customer-oriented thinking and solution-oriented working method
- High problem-solving skills, strong technical understanding and analytical thinking skills

What you get

- A modern and inspiring working environment
- Independent and autonomous work
- Exciting projects and regular team events
- Flat hierarchy, friendly environment and an informal corporate culture
- Excellent public transport
- Home office and flexible working hours
- Food allowance and fruit
- Health and fitness offers

Place of employment: Graz (A)

Minimum annual gross salary according to the metal industry collective agreement: € 35,000
A higher salary is possible depending on your qualifications and prior experience.

Become a part of our future - apply now at jobs@automationx.com