

<b>Region</b>	Europe
<b>Subregion</b>	Central Europe
<b>Country-City</b>	DEU-Esslingen (INT)
<b>Business Title</b>	Technical Support Engineer
<b>PTC Org</b>	STR
<b>Job Description for Advertising Purposes</b>	Being a Technical Support Representative allows you to use the full breadth of your technical knowledge and skills. This is not your average technical support position! As a member of the Integrity Technical Support team, you will provide technical support for our enterprise solution, Integrity, to customers, prospects, partners and consultants.

As a member of our global support organization, you will be collaborating with support colleagues worldwide in providing world-class technical support to all clients. You will work closely with services and account teams to ensure all issues are handled effectively to meet sales and services goals. You will be able to consult on installation and implementation issues, test code, recommend improvements, and contribute to product development based on your direct customer interaction. Other possibilities include opportunity to write scripts, test product functionality, as well as option travel to customer sites (not required).

To join the team, you must be comfortable in a technical environment and be able to discuss obscure product behavior/features with customers and possess a demonstrated ability to analyze and solve problems. There are also account management duties involved with this role; proven communication and organizational skills are a must.

**Requirements:**

- A desire to work directly with the customers and a strong commitment to customer satisfaction
- Hands on experience with Java
- Excellent written and oral communication skills
- Experience with web-related technologies such as HTML, XML and web servers
- Experience with database technologies (MS SQL, Oracle, DB2)
- Familiarity with client/server based software applications
- Experience working with multiple platforms including Windows and variants of Unix/Linux
- Knowledge of Software Configuration Management/Application Lifecycle Management tools
- Solid understanding of object oriented theories is an asset

- UNIX system administration experience is nice to have
- Background in Networking, and NIS is highly desirable

**Basic Qualifications:**

- 1-3 years technical support experience, preferably software support
- University degree or college diploma in a relevant field