

Software Support Engineer

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Company: Qualco

Location: Greece

Category: computer-and-mathematical

With more than 20 years of proven experience, QUALCO is a leading Fintech solutions provider, offering a wide range of analytics-driven, highly scalable enterprise software solutions in over 35 countries worldwide. Our end-to-end technology solutions cover a wide range of needs for Banking, Financial Services, Utilities, Insurance, Retail organisations, and beyond.

At QUALCO, we empower the financial world with innovative technology. We are looking for an experienced, self-motivated engineer to join our Software Support Team and provide high quality solutions/support to our rapidly growing client base.

As a Software Support Engineer you will be working closely with our Service Management and Software Development teams to improve customer experience, provide effective integration and service request solutions as well as identify and timely resolve issues of our client's.

A Day in the Life of a Software Support Engineer at Qualco will include:

Understanding clients' installations and processes;

Designing procedures for system troubleshooting and maintenance;

Building tools/queries to fulfil customer service requests and improve customer experience;

Investigating and identify root cause concerning reported customer incidents; Perform service restoration actions when possible;

Taking part in the investigation and Problem Management processes - during the support & maintenance phases – by implementing bug fixes, upgrades and enhancements to

our existing clients;

Providing second level support for Qualco software services; and

Developing/Updating internal Monitoring Tools.

Ensuring that all activities and duties are carried out in full compliance with regulatory requirements and supporting the continued implementation of the Group Anti-Bribery and Corruption Policy.

Requirements

Degree in Computer Science or a relevant field of study;

Work experience as a Support Engineer or similar software engineering role;

Experience in NET Framework, C#, databases and SQL;

Microsoft ETL tools and IIS knowledge will be highly appreciated;

Strong analytical and problem-solving skills;

High level of ownership and attention to detail;

Team Spirit and passion for results;

Client facing with good verbal and written communication and interpersonal skill; and

Firm command of the English language.

Benefits

Your Life @ Qualco

As a #Qmember, you will live out every day in a truly human-centred culture, based on mutual respect, trust, and cooperation. Your performance and commitment to our shared goals will be recognised, and there will be great opportunities to ensure your career growth.

Find out more about #LifeatQualco

Your benefits

Join the #Qteam and enjoy

Competitive compensation, ticket restaurant card, and annual bonus programs

Cutting-edge IT equipment, mobile and data plan

Modern facilities, free coffee and beverages, indoor parking, and company bus

Private health insurance, onsite occupational doctor, and workplace counselor

Flexible working model, hybrid benefits & home equipment benefits

Onsite gym, wellness facilities, and ping pong room

Career and talent development tools

Mentoring, coaching, personalized annual learning and development plan

Employee referral bonus, regular wellbeing, ESG and volunteering activities

At QUALCO, we value diversity and inclusivity. Your race, gender identity and expression, age ethnicity or disability make no difference in Qualco. We want to attract, develop, promote, and retain the best people based only on their ability and behavior.

Application Note: All CVs and application materials should be submitted in English to be considered for this position.

Disclaimer: Qualco collects and processes personal data in accordance with the EU General Data Protection Regulation (GDPR). We are bound to use the information provided within your job application for recruitment purposes only and not to share these with any third parties. For more details on the processing of your personal data during the Recruitment procedure, please be informed in the Recruitment Notice, before the submission of your application.

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