

# Junior Support Engineer (f/m/d)

Innsbruck, Full time

Cropster is the market leader in software for the speciality coffee industry. We work with farmers, exporters, importers and roasters in over 90 countries around the world to help them deliver a better cup of coffee in a sustainable way.

We're a fast growing business with a successful history of over 10 years. We also believe that work-life balance is more than a catch phrase, it is a part of our success. We encourage empowerment and taking over responsibilities. We provide our team with room to grow within our organization, to develop their interests and expertise whatever their current experience level. We offer fair and competitive pay. The range for this position starts at 26K gross and we look at factors like your experience and individual qualifications to determine our offer, which includes benefits like an educational budget and an endless stream of really great coffee.

## About the role

Cropster is at its core a customer oriented company where you will be surrounded by highly talented people that care about each other as much as they do about the success of our customers. To keep up and deliver on this promise, we're looking for a passionate technical problem solver, who understands the value of being customer-oriented and delivers exceptional support services to our customer base.

## What you'll do:

- Act as the initial point of contact for application related concerns from clients or employees.
- Take end-to-end ownership of customers' technical issues, including initial troubleshooting, identification of root cause up to issue resolution
- Help our customers setting up our application and connecting their hardware using remote desktop connections (TeamViewer).
- Collaborate with the development team and 2nd level support on reproducing problems and fixing bugs.
- Write technical documentation and manuals that help our customers thrive with our tools and services.
- Communicate with customers in English and German through email and phone.

## We are looking for people with:

- Completed vocational training with a focus on IT (apprenticeship, HTL, HAK, IT college)
- Basic knowledge in operating systems (Windows, macOS) and computer networks (TCP/IP, LAN, Routers)
- Ability to explain technical details in a simple way
- Passion for solving customer issues and the desire to help them succeed
- Eager to work in a dynamic and fast paced environment
- A strong command of written and spoken English

## That said, we'd be particularly delighted to hire someone with:

- Experience with technical support, quality assurance, development, or technical account management
- Coding knowledge in any language
- Additional languages (humane and machine)

At this point Cropster will only employ those who are legally authorized to work in Austria for this opening. For Non-EU applicants: please attach your work permit to your application.