Your future at your fingertips: cooperative, international, global
Application Support Engineer

MIC is leading worldwide in the automation of global customs and trade compliance processes. With our software solutions, we ensure safe and efficient customs clearance within the legal frameworks for more than 800 customers - like VW, Zalando, IKEA - on 6 continents.

Is it your passion to analyze and develop solutions related to software issues as well as customer requests? Create workaround procedures when standard procedures have failed? And work with international customers? - Then we do have the suitable position for you!

Your job
- As an Application Support Specialist you are answering incoming requests from customers and address their questions and concerns regarding MIC GTM-suite
- Create work-around procedures when standard procedures have failed and ensuring that issues are resolved in a timely fashion
- Analyze source code of MIC-GTM and develop smaller enhancements or do bug fixing (Java, Eclipse, Oracle PLSQL, BIRT)
- Escalate urgent problems requiring more in-depth knowledge to appropriate internal resources
- Provide prompt and accurate feedback to customers
- Ensure proper recording and closure of all issues
- Prepare accurate and timely reports
- Document knowledge in the form of knowledge base tech notes and articles
- Map customer requirements to application functionality, identify gaps, create program specifications and define test cases
- Test new software releases and assist customers at user acceptance testing
- Inform customers about technical/legal/software news
- Support other MIC teams on IT related tasks (e.g., data migration, software upgrades)
- Provide user trainings to customers
- Maintain good relationship with clients

Your skills and qualifications
- Degree in computer science or IT
- Proven work experience in IT support, software engineering or technical engineering of minimum 3 years

- Customs knowledge
- Experience with Oracle database and SQL, PLSQL
- Experience with Java projects in Eclipse
- Experience with operating systems and scripting (Windows, Unix/Linux)
- Good communication skills (telephone and personal contact)
- Team Player with strong problem solving and analytical skills
- Ability to work independently and well structured
- Very good English (written & spoken)

We offer you
- Privately owned, stably growing company with HQ in Linz/Austria
- World market leader with 11 offices on 3 continents
- Cooperative, appreciative and respectful teamwork
- International context with multinational customers
- Professional on-boarding, MIC Academy training
- Individual career paths
- Various benefits: Group term life insurance, dental & medical care, retirement saving plan 401, cell phone, bonus payment

Flexible hours · Further education · Health promotion · Free parking · Home Office & Workation

Become an active part in the global trade world!
(MIC office in Southfield,MI)

Apply to:
www.mic-cust.com/career/
MIC HQs / Margit Klima-Bencic
or
MIC US / Marco Pirker
Tel.: +1 248 304 4460

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mic managing international customs & trade compliance

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