Entry-Level Software Support Engineer

Flex Systems is a leading provider of mail and print solutions. Founded in 1993 in the Netherlands, Flex Systems is dedicated to providing comprehensive solutions that meet the demanding requirements of companies producing or processing mail using any type of database, printer or inserter. Flex Systems develops software to manage mailing lists, design and print mail, and process documents. Flex Systems' sister company, Specialty Equipment Services, offers a complete line of Inkjet printing products.

Our company is growing, we recently opened new offices in Germany and are now looking to expand our team in Columbia, SC. The professional staff in the United States is responsible for the sales of our software products in North and South America through our dealer network. From there they Entry-Level also support our dealers and end users in using our products.

Job summary

The optimal candidate for this entry level software support engineer position is responsible for supporting our dealers and our end users in the use of our software and hardware products. This individual assists in finding bugs and making them reproducible. He/She is also expected to assist in various other tasks like helping with dealer trainings and trade shows.

Main responsibilities

- Training and demonstrating our software to dealers and end-users
- Supporting our global dealer network with the use of our software and hardware
- Tracking and follow-up of reported issues
- Quality control of our software products

Requirements

- Bachelor's degree in the field of IT or work experience at a similar level
- Good understanding of Visual Basic
  - Advantage: Understanding of C# and C++
  - Advantage: HTML/CSS/JScript
- Understanding of software and hardware interfacing
- Independent, self-starter
- Good communication skills
- Some national and international travel required

What we offer

- A small but flexible work environment with a flat organizational structure.
- Informal work environment
- Part-time or full-time employment
- Flexible hours
- Career path to become a senior developer
- Competitive salary and fringe benefits

Interested? Any questions?

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