

OneVision Software AG is an international software manufacturer of solutions for the automation of production processes in the printing and publishing industry. For almost 30 years, our automation software has helped more than 3,000 customers worldwide to achieve greater profitability. Our team includes colleagues in Germany, USA, Great Britain, France, Brazil, Singapore and India.

With a strong customer support team base, we strive to support our customers to automate their production processes. For regional Gurugram office, India: we are currently looking for a dynamic and self-motivated:

HELPDESK SPECIALIST (M/F)



JOB DESCRIPTION

- First responder to clients' issues, responsible for managing all support cases
- Provide competent support to our customers for software solutions
- Provide advice to our customers via phone and email
- Create and execute solutions hand in hand with our customers
- Cooperate closely with R&D and Quality Assurance departments
- On-going management of our licensing dongle inventory and database



WHAT YOU EXPERIENCE

- The chance to link theoretical knowledge and professional practice
- Cooperative responsibility, that positively influences daily business
- A pleasant working atmosphere with a concise communication and decision line
- An open-minded and motivated team with professional and supportive colleagues



QUALIFICATIONS

- Degree/Diploma in Graphic Arts/Printing, New Media-Publishing or equivalent professional job experience
- Professional experience in computer network management and maintaining and running server software
- Ability to demonstrate and communicate solutions to all levels of user
- Strong organizational skills, proven strong verbal & written communication skills
- Willingness and ability to work flexible hours (global customer contact)
- Ability to adapt to working in an international team and rely on own skills to complete tasks that can take from a few minutes to several days or weeks.
- Ability to work in a fast paced and demanding environment
- Experience or knowledge in print production is a plus
- Experience in customer services is a plus
- Excellent spoken and written English
- Additional languages (Hindi, German) are a plus

Can you identify with one or more of the above areas?

Then we look forward to receiving your application by email to career@onevision.com www.onevision.com/career