



## Senior Support Engineer

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AT - Vienna

Full time

Posted 30+ Days Ago

JR101369

### The Senior Support Engineer Position

We are expanding our Support Team and looking for a Support Engineer with experience in customer centric support over different channels. You will be responsible for delivering a first-class support experience, develop and train other Support Team members and work with our Product Engineering teams in complex scenarios. The ideal candidate will be results-oriented, self-motivated, and can thrive in a fast-paced environment.

### The Responsibilities

- Analyze and solve complex support incidents
- Mentor and develop our Support Team
- Provide technical trainings
- Ownership of a global technology community as a Subject Matter Expert
- Partner closely with other cross-functional team members

### The Base Qualifications

- Bachelor or Master's in computer science
- 3+ years of experience in (application) support

### About Us

Tricentis is the global leader in enterprise continuous testing, widely credited for reinventing software testing for DevOps, cloud, and enterprise applications. The Tricentis AI-powered.

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3+ years of experience in (application) support  
German (C1, C2) and English (C1, C2) language skills  
Professional Communication Skills  
Technical, analytical understanding & hands on mentality  
Programming skills in C# or any other OOP  
Experience with relational databases  
Good knowledge of Windows

### **The Preferred Qualifications**

Container technology (e.g., Docker)  
MS Azure (IaaS, SaaS)  
Citrix VDI (Virtual Desktop Infrastructure)  
MacOS and Linux

### **The Deal**

Hybrid Home Office  
Flexible working hours  
Mentoring system and structured onboarding  
Career opportunities inside and outside of Support  
Exchange program with our support team member around the globe  
Numerous corporate benefits & programs in place  
Regular Team Events (Bowling, Escape Room...)  
New and modern skyline office in Vienna  
Excellent accessibility with public transportation  
Public transport ticket (Wiener Linien Jahreskarte)  
And many more ...

### **The Career Opportunity**

Do you want to play a pivotal role in a fast growing, innovative and highly motivated company where each individual contribution to the company's business counts?

JOIN US - We're very much looking forward to your application!

### **The Financial Affairs**

Annual gross salary from € 52.000,- is planned for this position and willingness to overpay is given. In addition an attractive bonus is offered.

Tricentis is also proud to be an equal opportunity workplace. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity,

disability, or protected veteran.

#LI-SS2

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