



SevenCs is a medium-size company of the ChartWorld group with worldwide about 135 employees. SevenCs developing high-end software products for digital cartography, navigation and solutions in professional shipping and distributes them worldwide. The software components produced enjoy an excellent reputation among device manufacturers and users. The company is headquartered in Hamburg, close to the port, which underlines our maritime customer orientation.

We would like to strengthen our Customer Support team and are looking for a:

Software Support Expert (m/f/d)

Your responsibility

As a Software Support Expert, you will act as a liaison to provide product or services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. You are the responsible link to connect customers with product management and software development, with the target to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

Your key tasks

- Managing incoming customer service inquiries
- Support for SDK users (C++ and C#) as well as for other software solutions and services
- Identifying sales leads that develop into new projects
- Consulting and supporting the installation, registration, and usage of software
- Performance of software tests to discover bugs in actual and upcoming (beta) software versions, documentation of software bugs and enhancements
- Keep records of customer interactions, process customer accounts and file documents
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Your profile

- Completed education in Computer Science or Marine Navigation or Hydrography or similar (bachelor's or master's degree)
- Very good English skills in speech and writing
- Basic knowledge in software development, preferably programming languages C++ and C#
- Knowledge in Marine Navigation standards and Electronic Navigational Charts is of advantage
- Good knowledge in Windows OS (all versions)
- Basic knowledge in Linux OS (Open SuSe, RedHat, Ubuntu)
- Customer orientation and ability to adapt/respond to different types of characters
- Experienced handling with MS Office products
- Familiarity with CRM systems and practices will be considered as an advantage but is not a must
- Excellent communication and teamwork skills
- Ability to multi-task, prioritize, and manage time effectively

Our Offer

- A permanent employment contract, part-time (4 hours a day)
- A diversified and highly interesting activity
- Above-average compensation
- Detailed and individual training
- Flexible working hours
- Modern offices at one of the most attractive locations in Hamburg

If you want to become part of a highly motivated team in an environment that promotes wealth of ideas and rewards initiative and dedication, please send an application with a statement regarding availability and salary expectation to:

SevenCs GmbH, jobs@sevenCs.com, Zirkusweg 1, 20359 Hamburg