



We are looking to fill the following position with immediate effect:

Technical Support Engineer - International (m/f) based in our Headquarters in Langmeil, Germany

About MOBOTIX AG

MOBOTIX AG is a public traded software company with in-house hardware development for digital, high-resolution and network-based video security solutions. MOBOTIX AG is known as the leading pioneer in network camera technology since its founding in 1999. Our growth-oriented company with more than 350 employees at our Langmeil location and offices in New York and Sydney as well as training facilities in Paris, Madrid, Moscow, Dubai and Tokyo offers you excellent opportunities and perspectives to actively and successfully shape your future in a highly motivated team.

Your job:

- ▶ Providing email and phone technical support for English and German speaking customers
- ▶ Providing a professional and customer oriented service ensuring timely resolution of technical issues
- ▶ Working with a proprietary ticketing system, documenting incidents and solutions
- ▶ Troubleshooting hardware issues facilitating RMAs
- ▶ Supporting local or international events as Technical Expert

Your profile:

- ▶ Technical degree, certification in IT/Electronics, or equivalent business experience
- ▶ Solid understanding of TCP/IP and networking technologies (HTTP, RTSP, VPN, VoIP, etc.) and troubleshooting techniques
- ▶ Demonstrated problem-solving skills and ability to organize and prioritize multiple tasks at one time
- ▶ Native English language skills (speaking and writing)
- ▶ Very good German speaking and writing skills, any additional language represents a plus
- ▶ Willingness to work in shifts and occasionally on Bank Holidays

We offer:

- ▶ Attractive working environment in a fast-growing, dynamic company
- ▶ Very good career prospects
- ▶ Frequent courses and trainings
- ▶ Additional benefits, including: travel allowance, company child allowance and company pension scheme
- ▶ Subsidized on-site canteen, and free use of gym, wellness and outdoor sports ground

If you look for a real challenge and have outstanding degree and certificates, send us your application by mail or e-mail to career@mobotix.com (PDF format, max. file size 5 MB).

Contact Person: **Angie Galeski**