

# COMOSOFT

MULTICHANNEL SOLUTIONS

## JOB POSTING

### *Position*

Junior Technical Support Specialist

### *Position Description*

Comosoft, Inc. is looking for a Junior Technical Support Specialist to provide software/system(s) support to LAGO customers, internal staff, and internal IT systems. You will be part of a team that embraces challenges by supporting a diverse footprint of clients ranging from large national retailers, B2B, and advertising agencies.

Successful candidates should have general knowledge of database publishing systems, server architecture, SQL, Linux, Unix, windows, OS operating systems and is eager to learn and stay abreast to current IT server and security trends.

This position is internal and customer facing and requires a strong customer centric approach in delivering quality service and technical support.

A willingness and desire to travel is a must to customer locations throughout North and South America and occasionally to our development headquarters in Hamburg, Germany. Hotel and airfare points are yours to keep and we cover all travel expenses including a competitive per diem rate.

### *Responsibilities*

- Executes software upgrades and provides general help desk technical support for existing LAGO customers
- Supports internal IT system/network (firewalls, routers, VPN)
- Provides SQL optimization/tuning support
- Builds Web Report using SAP Crystal Reports
- Evaluates architectural specification requirements and enhancement needs for new installs and upgrades
- Performs database backups and recovery
- Maintains historical records by documenting hardware and software changes and revisions.
- Debugs server logs for troubleshooting application / database issues
- Prepares operating instructions, architectural diagrams and general technical documentation
- Maintains healthy client/vendor relationships
- Contributes to team effort by accomplishing related results as needed

## *Skills and Qualifications*

- Proficient in SQL
- Understands Windows, Linux, Unix, MacOS operating systems
- Moderately proficient with java scripting and batch/shell scripting
- Understands general concepts of relational databases and catalog/circular publishing workflows
- Has working knowledge of CC application suites
- Able to debug issues by analyzing server/database log files
- Able to problem solve while given ambiguous symptoms and reports of issues
- Understands principles of server load balancing and scalability

## *Requirements*

- Self-starter and self-motivator
- Open-minded team player
- Great technical problem solver
- Highly organized and great time management skills (able to multi-task)
- Excellent written and verbal skills
- Able to comfortably communicate with end users and leadership
- Good presentation skills
- Possesses good judgement as to when to escalate issues
- Works well under pressure
- Experience working in a team-oriented collaborative environment
- Willingness to travel (30-60%) based on demand
- Valid passport required for internal travel
- Not required but knowing the German or Spanish language is a PLUS

*Qualified applicants please send resume and cover letter to [job-openings@comosoft.com](mailto:job-openings@comosoft.com)*