Application Support Engineer

Overview:

The Application Support Engineer will be part of Global Software's development team. In this role the Application Support Engineer will serve as a liaison between our technical support team and our research and development team. This growth focused role allows interaction with a dynamic product line and works as part of a creative and cutting edge team.

Responsibilities:

As the Application Support Engineer you will be responsible for troubleshooting and debugging product issues that maybe escalated from customers, our solutions enablement team, and/or our client services team. The ideal candidate should have a passion for solving complex issues and a dedication to customer service, while having the flexibility and ability to quickly learn and adapt to new technologies when necessary.

Professional Qualifications:

- Bachelor's degree in Computer Science or related field, or equivalent experience
- 1-3 years .Net development experience
- Working knowledge of relational databases and T-SQL
- Excellent problem-solving and code reading skills
- Knowledge of Microsoft Excel, Windows operating systems and servers
- Ability to clearly communicate with technical and non-technical users, both orally and written
- Ability to manage multiple tasks with competing priorities
- Strong interpersonal and collaborative skills
- Enthusiastic and self-motivated to learn and grow
- Experience working with ERPs such as Oracle, JD Edwards, SAP, etc.
- Experience working in an Agile environment
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About Global Software, Inc.

Global Software, Inc. is the leading provider of Microsoft Excel-based automation & reporting software solutions to enhance the world's foremost Business Intelligence (BI), Enterprise Resource Planning (ERP) and operational platforms. The Company's flagship offering, Spreadsheet Server streamlines data analytic processes and bridge the operational gap between Company data and reporting, resulting in timely and cost saving secure financial and operational reporting, budgeting, and automated report delivery. With best-in-class solutions, their Dynamic Spreadsheet Methodology (DSM), a highly scalable and efficient operating platform, and a strong track-record of success, Global Software, Inc. has grown to be the most dominant provider in Excel automation and data analysis. Spreadsheet Server is at the center of converging trends – supremacy of Microsoft Excel, demand for reporting, growth in the business automation software industry, and increased investment in IT. Founded in 1973, with worldwide headquarters in the Research Triangle region of North Carolina, USA, Global's products are used in 50+ countries, by over 2,500 supported customers, 50,000 users worldwide who are serviced by Global's 24/7/365 support infrastructure.