



## **Career @ Compuware with international experience Customer Solutions Engineer (m/w)**

Our **Professional Development Program (PDP)** seeks recently degreed, highly motivated and sincerely energetic candidates in the Computer Science or Information Systems fields. Is that you? If so, this elite, intensive and immersive program will turn you into a highly-skilled, precision-trained professional on the fast track to success. The program is formulated to produce technology leaders with these exemplary traits: character, confidence and the respect of their peers and themselves.

The PDP blends in-depth technical knowledge with an understanding of the business problems today's companies are trying to solve.

**This is achieved through a 5 month paid training at our US headquarters** which involves a mix of classroom instruction, self-study and intense hands-on labs.

Upon finishing the PDP, program employees return to Austria equipped with significant skills so that they are not only prepared to hit the ground running on real client projects, but also to begin a dynamic career with Compuware as a Customer Solutions Engineer.

### **Primary Roles/Responsibilities:**

- Independently record, play, upload, or replace test scripts, or modify script settings with easy, moderate, or high complexity (<=1 day effort on a script).
- Perform custom scripting or script troubleshooting with easy, moderate, or high complexity (<=1 day effort on a script) independently.
- Apply knowledge of APM products to facilitate resolution of script issues.
- Apply knowledge of networking and data analysis to facilitate resolution of script issues.
- Assist customers with the construction and use of data feed API calls.
- Manage customer expectations with regard to their resolution timeframe and status.
- Follow the established Client Services processes precisely and be able to provide constructive feedback.
- Escalate issues to Development Team (QA, Engineering, and other groups) according to the established standard operating procedures
- Act as a technical liaison with the Quality Assurance and Development teams to evaluate and report bugs.
- Participate in knowledge transfer exercises, help CSMs increase their knowledge and increase their overall capability of handling problems without assistance.
- Increase knowledge of products, as well as the operating systems in order to better assist customers and help CSRs.
- Cooperate with efforts of QA teams by providing feedback during beta and system testing exercises, as needed.

**Required Customer Service Skills/Competencies:**

- Strong communication (verbal & written) and customer handling skills
- Excellent organizational/time management skills.
- Ability to handle multiple tasks concurrently.
- Significant experience providing technical support for products, specifically in direct customer service.
- Customer service-oriented.
- Accepts ownership and is accountable for the call resolution process.

**Required Technical Skills:**

- Knowledge of programming and an understanding of the latest web technologies (i.e. CSS, DOM, HTML, XML, Java Script, Flash, AJAX)
- Knowledge of networking (TCP/IP, DNS, etc).
- Knowledge of SQL
- Education in Computer Science or equivalent work experience.

**Please contact**

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