
Job Title:	Junior Product Support Engineer	Location:	Lausanne, Switzerland
Type of job:	Full time	Start Date:	As soon as possible
Ref:	1200		

In order to strengthen the support team, NEXThink S.A., a Swiss-based fast-growing venture with a patented and award-winning technology for Enterprise Desktop Monitoring is looking for a

Junior Product Support Engineer

This position will put you in contact with our partners and clients all over the world. Your contribution will provide support to the users of our real-time desktop monitoring technology which is already used by dozens of major organizations including corporations and administrations.

Key Responsibilities

- First and second level support for customers and partners
- Work closely with other members of the support and quality assurance team
- Keep track of all the cases in our ticketing system

Qualifications

- Minimum of 1 year experience in a similar position
- Excellent communication and teamwork skills
- Curiosity and strong attention to details
- Good troubleshooting skills and ability to work independently
- Good knowledge of Microsoft Windows clients and applications, Linux is a plus
- Fluent in English (spoken and written), intermediate level of French (spoken and written), German is a plus

We offer

- An opportunity to join a growing, multinational and first-class technical team
- Very competitive salary and social conditions
- An enterprise culture focused on technical excellence and creativity
- Technical trainings and conferences financed by NEXThink
- Projects using cutting edge technologies and tools
- Ideal working conditions on EPFL's campus near the lake
- Challenging and rewarding activities
- A chance to live in the heart of Europe, a couple of hours from most capitals

How to apply

Please send your application letter and resume via e-mail to guillaume.cheseaux@nexthink.com

Enterprise Desktop Monitoring

NEXThink S.A. is a Swiss-based fast-growing high-tech venture founded in 2004. NEXThink's core technology, based on research initially conducted at the EPFL Artificial Intelligence Laboratory, helps to discover what is really going on in corporate networks and to understand both application and user behaviours, to manage change and ensure the right applications and quality of service to end-users.