

Software Support Engineer

Location(s) : Malaysia

Target Group : Full time

Level of Employment :

Target Group :

Task Area : IT & Software



About the Group

The SSI SCHAEFER Group is a globally operating group of companies and one of the world's leading solution provider of modular warehouse and logistics systems. On six continents, SSI SCHAEFER develops innovative solution concepts for its customers' various industries and thus shapes the future of intralogistics - in accordance with the company motto "Think Tomorrow".

SSI SCHAEFER Malaysia is seeking a customer-focused, solution-oriented Software Support Engineer driven to maintain uptime of customer sites and quickly resolve problems to bring the site back to normal operations; able to provide solutions that adhere to best-practice; design solutions that deliver efficiency not only to our customers but to the end-consumers as well.

YOUR TASKS

This role includes but is not limited to the following:

Provide up to Level 3 support to customer sites on a rostered basis either remotely or at customer's premise.

- Ensure uptime and availability of warehouse automation sites as per the agreed Service Contract
- Provide after-hours on-call support according to the roster.
- Provide availability and timely technical support to sites in the production environment, as defined in the Technical Support On-call Guide.
- Effectively supports the customer's operation; start, monitoring and control of the SSI Schaefer software and equipment.
- Communicate clearly with the customer and internal stakeholders to keep them fully informed about the outcome and progress of relevant issues.
- Investigate and resolve support incidents to allow the customer systems to resume normal operations
- Continually assesses the performance of the SSI Schaefer software and equipment to maintain the parameters and standards of its operation, and to assist in making corrections or improvements.
- Perform root-cause analysis of issues and recommend optimum solution.
- Participate in commissioning and testing at customer sites as required.
- Ability to define requirements and identify corresponding functionality within the software products.
- Design, develop, test assigned modules.
- Release testing of application changes and patches and coordinate UAT and deployment to production environment.
- Assist with training of other team members and apprentices within area of expertise.
- Update and contribute to the online knowledge base.

YOUR QUALIFICATIONS

About you

Knowledge, abilities and experience

Has at least a knowledge and experience in the following:

- Confluence
- Logistics certification / experience
- Host communication protocol, JSON/REST
- Virtual Machine and Physical server set up
- Database Administration
- PLC communication
- Basic to complex development experience using Java, HTML, CSS
- SQL database knowledge (DDL DML TCL DQL, DCL)
- Advanced experience with development tools such as Eclipse, Jenkins, GIT, SVN, CVS
- Basic to expert knowledge of Oracle Database, Unix, and network concepts
- Waterfall / Agile methodologies
- Knowledge of warehouse management processes
- Fluent in written and oral English
- Strong communication skills

Education, certification and qualifications

- Degree in Engineering or Computer Science

What we offer

- MNC exposure
- Reputable employer in the intralogistics industry
- Ability to work with colleagues from diverse backgrounds
- Flexible work arrangements
- Attractive benefits
- Great career development opportunities

YOUR BENEFITS

YOUR APPLICATION

CONTACT PERSON

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