



TECHNIDATA IS RECRUITING

BILINGUAL SOFTWARE APPLICATION SUPPORT ENGINEER

COMPANY

As a subsidiary of TSS CSI, a global leader specialized in vertical software solutions with a turnover of more than two billion euros, TECHNIDATA is a software editor specialized in in-vitro diagnostic software solutions. Our quality system is certified ISO 9001: 2015 and 13485: 2016. With more than thirty years' experience and expertise in laboratory organization and management, we design, provide distribution, installation and maintenance of our solutions.

With more than 650 clients worldwide, we employ 165 employees in our 6 subsidiaries across Europe, North America and Asia.

To expand our development in ASIA and internationally, we are recruiting a Bilingual Support Engineer.

POSITION

- Provide Level 1 support to our client in France and Canada
- Provides Level 2 support and assistance to our subsidiaries and distributors in the ASIA PACIFIC REGION
 - Provide technical support services to Asian Partners
 - Travel outside the Philippines during direct assistance or when deploying new solutions/new software modules
 - Onsite and offsite incident management. Performs simulations to recreate and investigate issues Conducts unit tests for connections, interfaces, modules and participates in software migration projects.
 - Prepares visit report (actions carried out, difficulties encountered, points to finalize) and update configuration
- Installation, configuration and project validation of Technidata software
- Provide Level 1 support to our direct sites if the need arises.
- Comply with the Quality System for all activities. Quality Compliance training will be provided regularly. Full time, Permanent contract;
- Position based in Makati City, Philippines.
- Salary according to profile and experience.

Required Technical Skills

- MS Windows Server, Unix/Linux
- Database (MS SQL or Oracle)
- Incident Management
- Application Support Experience

Other required Skills

- Fluent in French and English

Optional but an advantage:

- ITIL Certified



CANDIDATE

- Must possess at least a Bachelor's/College Degree in Engineering (Computer/Telecommunication), Mathematics, Computer Science/Information Technology or equivalent as well as a good logical mind.
- 3 years working experience in the related field is a plus factor for this position
- Must be at ease in written and spoken French and English