

## Customer Support Engineer

*Do you want to do fantastic work and be a part of the leading edge of software development?  
Intergral is looking for someone who works and helps people with a passion.*

### What is Intergral all about...

We are passionate about building the best possible products in the Application Performance Management (APM) space! Our mission is to make developers and DevOps lives easier, by making their web applications run better with higher quality and to keep servers responding when things go bad, so that they don't get a wake-up call at 3 AM, saying the servers crashed. We really care about what we build and we believe that this shows through in our products and will make us into one of the leading global providers of APM solutions.

We look for candidates who have not only excelled in their professional qualifications but who have enthusiasm, commitment and total customer focus. Intergral offers an environment where you can demonstrate your skills and build solutions which really make a difference.

### Company Information:

Since the 90's, Intergral has been providing innovative products, enterprise scale software solutions and IT Services to thousands of customers across the globe. We are an established provider of application monitoring (APM) and analysis tools with over 12,000 products sold to customers, predominantly in the North American market. Our products reflect our technical expertise, high focus on usability, commitment to quality and complete attention to detail. <http://www.fusion-reactor.com>

Intergral are headquartered in Germany and have regional offices in the United Kingdom and the United States. We are an Adobe Solution Partner and Authorized Reseller of Adobe products in North America and Europe <http://www.buy-adobe-software.com>

### Technical Support Engineer

We are looking for a technical support engineer to join us in our German office and help us to continue to deliver excellent service in supporting our growing global customer base. You are a knowledgeable, tech-savvy, resourceful individual who has a polite and friendly character – your written and spoken English skills are perfect. You make every customer contact count because your mission is to make every customer/potential customer happy.

You'll need a working knowledge of Windows and Linux operating systems as well as a strong understanding of Java and web technologies. You'll be tasked with not only knowing our products inside and out, but escalating good suggestions and critical bug reports straight to the product team.

Our customers love our products and love the level of service they receive from us – take a look at what they said - <http://www.fusion-reactor.com/customers/> - If you think you have what it takes to

receive customer praise like this and make our first class team even more extraordinary, then please send us your CV.

Note: Please include a brief (1 paragraph max) cover letter with your submission, telling us why you think you're the right person for the job.

### **Responsibilities**

- Provide first class support service to all customers
- Successfully resolve customer e-mail and telephone inquiries - providing consultative support and recommendations when necessary
- Effectively articulate complex information to a variety of technical and non-technical users
- Identify and evaluate opportunities to increase customer retention and satisfaction
- Keep customer support queues low and maintain a steady support pace
- Troubleshoot and drive customer support requests to a satisfactory resolution
- Developing customer-facing documentation for our website such as tech-notes, blog posts and general documentation improvements on an as-needs basis
- Be active with customer community activities and develop materials (extensions, scripts, devnet articles, technotes) to help customers engage
- Communicating customer needs and wishes to our development and engineering staff
- Support work is done primarily via email, with some phone and screen sharing contact
- Some testing and quality assurance work

### **Tasks**

- In & out-bound telephone support calls
- Shared email box handling
- Forum monitoring & responses
- Screen-share / live customer assistance; often in their production environment
- Enhancing & documenting internal support processes
- Writing customer facing technotes
- Evangelism (blogging)
- Working with & replicating a wide variety of environments for testing / bug verification
- Customer voice to product team

- (Weekly) management reporting
- Assistance with generic QA

### **Common Queries**

- Product installation, licensing & configuration assistance
- Feature request tracking / escalation
- Pre-sales technical assistance (Does FusionReactor work with ...)
- Consulting escalation / pre-sales for non-support queries

### **Requirements**

- Bachelors Degree required
- Must relate and empathize with customers and their needs, especially if they are frustrated (which doesn't happen that often really ☺)
- Must have a friendly demeanor
- Passionate about making customers happy
- Proven ability to communicate complex technical problems in 'customer friendly' language
- Excellent work ethic - high output and attention to detail
- Interested in software tools which are used to monitor, analyze and gather metrics about servers and applications
- Excellent English written and verbal communication skills. Most of your work will be written (email, documentation, blogs etc.).
- ColdFusion / Java eco-system - customers often ask non-FR specific questions
- Windows, Linux (RedHat & Ubuntu are most common) system administration (occasionally some OSX, Solaris & AIX)
- JRun, Tomcat, WebSphere administration
- Web Server configuration (mostly IIS & Apache)
- (Java) server monitoring & analysis software (eg knowledge of competitors & similar products for other platforms)
- Basic networking & HTTP (load balancers & firewalls)
- JDBC drivers & connectivity (DBMS agnostic)
- Java API calls (for FR-API assistance)

- Knowledge of defect tracking / document tools, such as JIRA and CONFLUENCE would be an advantage
- Able to think outside of the box and find creative ways to solve customer problems
- The ability to be a good listener, and to really understand a customer problem or question and help them solve it
- Familiarity with QA tools and techniques, bug tracking systems, test design and execution, as well as familiarity with browser and server side test automation e.g. Selenium – is a great advantage

### **Other Details**

Integral offers a competitive salary, which includes a 50% monthly salary paid out in June and November (13 monthly salaries total). We also offer 24 days vacation (not including bank holidays). You will work in a fun and creative environment with a talented group of individuals who have a passion for building outstanding software products.

You will be working in our HQ office, which is located in **Boeblingen, Germany**. Boeblingen is in the Northern Black Forrest area and is close to France, Switzerland and Austria.

Please note, that the office language is English – it is not required that you speak German to work at Integral.

Assistance with relocation will be provided. For US applicant's, we will also provide assistance with getting the appropriate work VISA allowing you to work in EUROPE.