

VENTUZ

<https://www.ventuz.com/job/junior-support-specialist/>

Junior Support Specialist (M/F/D)

Description

We are looking for a talented real-time professional, preferred in full-time who wants to work at the bleeding-edge of the graphics software industry and has a passion for technical problem solving and working with customers.

Ventuz is a pioneer and an industry leader in terms of real-time graphics software. When virtual studios are on display, projected video is mapped onto buildings, eSports events are broadcast live, or interactive touch applications or mixed reality experiences are showcased, there's a good chance we're part of the workflow! With 20 years of company history, we are not a start-up anymore and yet every new day is like the first for us, because we are always striving to reinvent ourselves and improve.

We are passionate about what we do and keep pushing the boundaries. We don't talk about flat hierarchies, we live them. We are creative, helpful, respectful, tolerant, and kind to each other. Is that something that's important to you too? Then by all means, let's talk!

Responsibilities

- You'll be working closely with our internal development & quality assurance teams to solve and test software issues
- You'll answer customer support questions and conduct training for our global customers
- You'll assist our sales and marketing departments with setting up product demonstrations for customer presentations, live events, and trade shows
- You'll continuously learn and challenge yourself to expand your product knowledge to improve the level of support you can deliver
- You'll work on keeping our software user manual up to date

Qualifications

- Experience using real-time graphics tools, preferably you are already familiar with Ventuz
- Work experience in at least one of the following industries: Broadcast, Pro-AV or Entertainment
- Being an active listener is one of the most important skills required for this role. The ability to understand the needs of our customers, even when they struggle to articulate them is key
- Excellent attention to detail and ability to accurately gather and record data and information
- You enjoy solving problems and are willing to get to the bottom of a technical problem
- Ability to contribute toward the team's success in a structured, organized and self-motivated way
- Fluent in English and German

Hiring organization

Ventuz Technology AG

Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

permanent

Industry

IT

Job Location

Lutterothstraße 16a, 20255,
Hamburg, Germany
Remote work from: Germany

Working Hours

40h/week

Date posted

22nd March 2024

Job Benefits

We are offering permanent employment, preferred in full-time. We follow a hybrid work structure where employees can work remotely or from the office, as needed, based on demands of specific tasks or personal work preferences.

Your expert knowledge and input are extremely valuable to us and will be heard.

Fruit baskets, company tailors, personal reception committee or stock options are not our thing. We offer team spirit and respect for you and your performance, creative freedom, and fun at work as part of a small, familiar, and very dedicated team. Everything else we like to discuss with you personally.

Contacts

Please send your application along with any ideas and salary requirements as well as your earliest possible starting date to Daniel Willer and Götz Bercker at hr@ventuz.com and we'll get in touch immediately.

Ventuz is an equal opportunity employer. We welcome and encourage diversity regardless of race, gender, age, religion, identity, sexual orientation, or disability.