



More than 1900 employees in 25 European laboratories serve society with independent analysis for healthy food, clean environment and sustainable agriculture. Our IT department maintains and develops the in-house database for mapping all testing and billing processes. To ensure that AGROLAB continues to stand for perfect service, we are looking for additional employees with commitment, personal responsibility and a passion for precision.

To strengthen our central IT department we are looking for a

Technical support staff (f/m/d)

Full-time or part-time | in Landshut (Greater Munich area; train connection)

HERE YOU SHOW YOUR STRENGTHS

- As a technical support representative, you will answer user questions or diagnose and resolve software problems related to our in-house developed laboratory information and management system.
- You will take responsibility as part of the first and second level support team and work closely with our AGROLAB GROUP users.
- You can quickly determine the root cause of a problem with the help of targeted user interviews.
- You enjoy getting to the bottom of software problems and logging solutions.
- You feel confident in using ticketing systems and managing multiple open tickets in a prioritized manner.
- The technical support and the care of our system landscape are close to your heart.

WHAT YOU SHOULD BRING WITH YOU

- You have successfully completed a university degree or an apprenticeship or have an equivalent qualification in the field of computer science.
- You have know-how in the relational database environment (Oracle DB ...) and have profound SQL knowledge.
- You also have knowledge of software development and can read program code and make minor adjustments.
- You bring extensive customer service skills to the table.
- You have a good command of written and spoken English.
- You pursue your goals with joy and commitment and set high standards for yourself and your work.
- A conceptual and structured way of working, pragmatic approach with hands-on mentality complete your profile.

YOUR PLUS - IN A JOINT TEAM:

- + A responsible and varied job with creative freedom in a dynamic working environment that promotes innovative ideas
- + Clear structures and fixed responsibilities through several working groups with fixed management
- + Versatile work with competent and sympathetic colleagues in the sense of the Agile Manifesto
- + Regular further training offers
- + No system support / no travel activities
- + Attractive earning opportunities
- + Safe workplace

YOUR CONTACT

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**IHR PLUS:
LABORE,
DIE IN JEDER
HINSICHT
MEHR BIETEN.**