HYBRID SOFTWARE

The smart way to integrate
PEOPLE, PROCESSES & TOOLS.

Solution Engineer

For our offices in Merelbeke, Belgium we are currently looking for a dedicated Solution Engineer. You will join our Solutions Team and you will report directly to the Operations Manager.

About our company

With offices in Belgium, Germany, Italy, US and a global partner network, HYBRID Software is a software development company focused on innovative productivity tools for the graphic arts industry.

HYBRID Software's CLOUDFLOW workflow, our PACKZ editor, and our integration products offer a unique set of advantages that include native PDF workflows, vendor-independent solutions based on industry standards, scalable technology and low cost of ownership. These products are used by hundreds of customers worldwide in all areas of prepress and print.

www.hybridsoftware.com

Your Responsibilities

- You will be responsible, together with your team members, for the Customer Service Support and After Sales Services for our off-the-shelf software products.
- Troubleshooting any problems related to the use and implementation of our software.
- Reporting back to our development teams any recurrent issues that arise through our internal tools.
- Ensure that the current systems at the customer stay up to date and guarantee a continuous service.
- Delivering global support to internal employees in case of complex questions and difficult cases.
- Providing product training to customers. This is normally done at the on-site office of our local and international clients.

Your qualifications

- A Bachelor in IT, Digital & Graphical Media or previous experience as a Solution Engineer or a similar role.
- We are also open to new college graduates.
- HTML & CSS knowledge
- Knowledge of java scripting is definitely an asset.
- Analytical thinker with excellent problem-solving skills.
- Flexible & mobile: international travel will be required for this position.
- Having a service-minded attitude, good verbal & written skills and the ability to work in a team.
- English is a must, knowledge of any other language is a plus.

What we offer

- A competitive salary in accordance with your experience.
- Excellent terms of employment in a successful and growing global company.
- Informal work climate and variable working hours.
- At HYBRID Software we value our customers and our employees. We have a flat organizational structure and we strongly encourage any initiative coming from our people.

Don't hesitate to send your resume to HR-europe@hybridsoftware.com or to contact us on T: +32 9 329 5753 in case you have any questions.