

## 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](http://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](mailto:HR-europe@hybridsoftware.com) or to contact us on T: +32 9 329 5753 in case you have any questions.