OneVision Software AG is an international producer of innovative software solutions for the printing industry. For more than 25 years the company has been developing cost-efficient software for the printing, publishing and media industry and has established itself as the world market leader for prepress in the newspaper printing market. Print service providers and publishing houses worldwide utilize OneVision software and benefit from the automation, the reliability and the resulting cost savings.

The product portfolio now ranges from prepress software over tools for intelligent color management and image optimization to digital publishing software. OneVision Software has subsidiaries in Germany, the United States, the UK, France, Brazil, Singapore and India.

For its office located in Gurgaon - NCR /India OneVision Software India is seeking a highly motivated team member for our

CUSTOMER SUPPORT

TASKS & RESPONSIBILITIES

- First responder to clients' issues, responsible for managing all support cases
- Provide competent support to our customers for our complex software solutions
- Provide advice to our customers via phone and email from regular operators to VP level
- Develop and execute solutions hand in hand with our customers
- Cooperate closely with R&D and Quality Assurance departments

QUALIFICATIONS

- Degree/Diploma in Computer Science, or Degree in Graphic Arts/Printing, New Media-Publishing or equivalent professional job experience
- Professional experience in computer network troubleshooting and maintaining & running client server software
- Ability to demonstrate and communicate solutions to all levels of user
- Strong organizational skills, demonstrable verbal and written communications strengths
- Willingness and ability to work flexible hours (global customer contact)
- Ability to adapt to working in an international team environment to relying on self-driven skills to complete tasks that can take from several minutes to days or weeks until final closure
- Ability to work in a fast paced and demanding environment
- Experience or knowledge of Publishing/newspaper production workflows is a plus
- Experience in customer services is a plus
- Excellent spoken and written English
- Additional languages (German, French, Spanish) are a plus

CHANCE

Take the opportunity to perform interesting and diversified tasks in an expanding technological environment. Be a productive contributor towards the company's success! Both challenging and varied tasks on different levels characterize your daily business. Flat hierarchies provide for an uncomplicated and enjoyable working environment.

**We are looking forward to your application by email
to career@onevision.com**
https://www.onevision.com/career/