



Position: Support Engineer (Software Tester/QA)

Location: Skopje, Macedonia.

Salary: Unspecified

Company: METUS DOOEL Skopje

Job Type: Permanent, with an initial 6months agreement (trial and training period)

Job description

A Support Engineer must have understanding of computer environment (OS, Network, File Share, etc). Must also possess a strong interest in technology and its advancement. In this role, specifically, the tester will not only test new features and functionality, but must also actively use every function and tool of the software solution in order to develop a deep understanding of the product and how it works. Constant use of the application will also allow for proactive identification of bugs, performance and reliability issues, as well as other potential failures. Detailed metrics are recorded and monitored to track the progress and outcomes of the testing process. Oral communication skills are key as the tester must be able to effectively communicate with other members of their team as well as their clients. In order to accomplish this they must be able to communicate using both technical and non-technical "layman's" terms alike depending on the audience they are addressing. Written communication and documentation skills are also essential. As a key member of the product development team in this company, it is essential that the candidate be able to accurately document test procedures and results to allow for continuous process improvement and to institutionalize the knowledgebase. Due to On-Site installation and training at international locations, the Support Engineer should be able to travel world-wide including Africa, Asia, and India.

The Support Engineer will be responsible for all aspects of software testing.

Position Duties:

- Researching, diagnosing, troubleshooting and identifying solutions to resolve customer issues
- Documenting troubleshooting and problem resolution steps
- Resolving escalated customer complaints without the need for team lead intervention
- Participation in providing training to customers as required
- Doing on-site training & installations.
- Testing new release of the software.

Required education, skills and experience:

- BS degree in Information Technology, Computer Science or equivalent
- Proven working experience in technical support, IT support or as a technical engineer
- Good written and verbal communication skill
- Strong problem-solving skills
- Knowledge of Active Directory, LDAP
- Knowledge of virtualization (VirtualBox, Hyper-V)
- Knowledge of Network (DNS, TCP/IP, Shares, Firewalls, IIS)
- Knowledge of storages NAS, SAN, DAS, RAID.
- Ability to use command line tools and create .bat files.
- Analyzing Logs
- Able to explain technical problems in a simple way



About us:

Metus Technology Ltd. –founded in 1998, is a leading developer of Media Asset Management (MAM) software solutions. The company is dedicated to offer the latest management tools to their customers who are involved with video, audio and images aka Media Assets.

Metus Technology software solutions are chosen and used in 70 countries all around the world with more than 800 clientele, as it produces cutting edge corporate management solutions for recording, archiving, editing and distributing video, audio and image contents that are customized and devoted to various industries including public agencies and private sector enterprises.

The R&D department in Skopje will be more than glad to find long terms college that can help us in completing our goal - becoming best provider of Media Asset Management (MAM) software solutions.

To apply for this position please send an English motivation letter and a CV on the following e-mail address:

HR-skopje@metus.com with a subject: Support Engineer (Software Tester/QA).
Selected candidates will be tested and interviewed.

Metus Technology
17.03.2017