



Technical Support Engineer (m/w/d)

Fulltime | Raaba-Grambach, Austria

We, KNAPP IT Solutions GmbH, are experts in the implementation of software solutions in the logistics and automation sector.

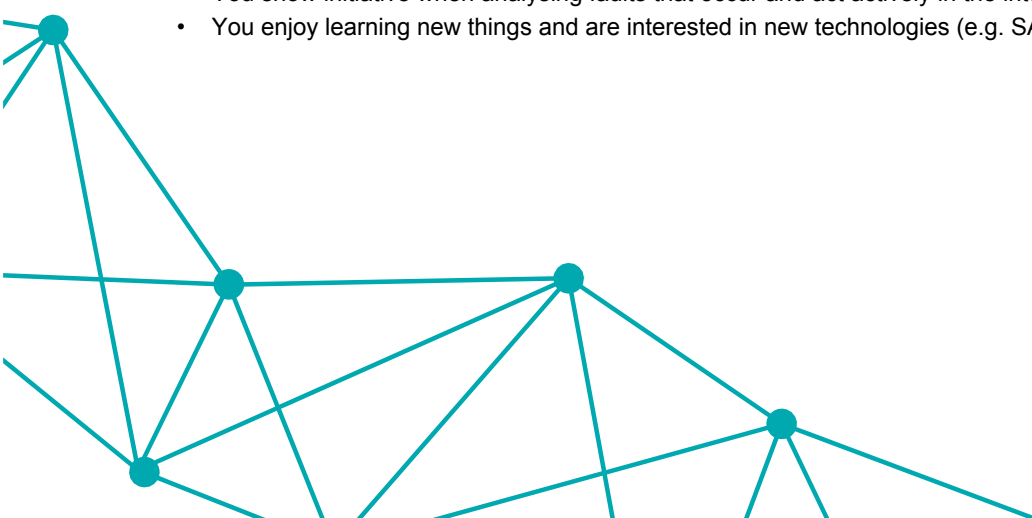
#yourmission

As a member of our 9-member support team, you will ensure the smooth operation of highly automated warehouses worldwide. You will familiarise yourself with new software right from the start: SAP EWM (Extended Warehouse Management).

- Of course, we won't leave you alone with this first task: You will receive structured onboarding and a mentor who will support you professionally and help you to find your way in your team.
- After your training phase, your primary goal will be to ensure the operation of our well-known customers' warehouses and to restore them in the event of disruptions.
- When new customers join our support team, you will support our project teams that have developed the customer solution with tests during the ramp-up phase and familiarise yourself with the processes on site in the warehouse. In this way, you will always be optimally trained for your future support task.
- You will also create documentation for the IT and logistics processes and ensure that these are always up to date.
- Your solutions will ensure that our customers' shelves are always full and that orders from online shops can be delivered on time.

#youareknapp

- You have a basic IT education (HTL, HAK, IT-LAP, university degree) and a good general understanding of IT.
- You like to work as independently as possible, but are not afraid to actively ask your colleagues for help when you need it.
- You have a self-confident appearance and can convincingly present your solutions to customers.
- You show initiative when analysing faults that occur and act actively in the interests of the customer.
- You enjoy learning new things and are interested in new technologies (e.g. SAP).



- You are not afraid to communicate with us and our international customers in English or German (language level B2).
- You enjoy travelling and are therefore willing to travel 50% in the first year (25% afterwards).

#weareknapp

With us you will become a SAP logistics expert in a wide range of industries worldwide (pharmaceuticals, healthcare, food, fashion, etc.). We offer you, embedded in our 120 employees in Graz, Vienna, Klagenfurt, Sofia and Würzburg, an appreciative environment with a YOU culture, flat hierarchies and a secure future. And all this with individual working time models and home office, because your time is valuable! With us, your salary depends on your previous professional experience, your skills and your commitment. The minimum salary according to the collective agreement is 3,175.00 (IT KV/ST1) gross per month.

