



The name Stöcklin represents high tech solutions in the field of automated logistics, worldwide. We convince our customers with innovative solutions in warehouse automation and transport systems. More than 500 employees are working for our company around the world, dedicating their willingness of action and capacity of cooperation, loving to take over responsibility and are eager to use open spaces and contribute with their own ideas for mutual success.

Are you looking for a challenge? Join our dynamic team as

Software Application and Support Engineer

in the field of warehouse logistics - based in Mexico City

Your tasks

- § Customer Support for our installed base in Americas (analyze and resolve customer support inquiries, explore and propose customer specific solutions)
- § New Installations / Change Requests (commissioning of new customer installations and defining software changes with customer)
- § Providing first level support to the installations
- § Early notification and reporting of impending escalations
- § Actively inform team members about open problems and solutions
- § Elaboration of functional requirement specifications (FRS) and other documentation in Spanish and English
- § Supporting our sales force, mainly in México but also in other countries on the American continent
- § Assistance in administration of the local in-house IT infrastructure

Your profile

- § University degree in computer science (or equivalent)
- § Extended experience in computer science and helpdesk activities
- § Languages: business fluent in Spanish, English and German
- § Database skills (preferably Oracle database, SQL scripting)
- § Microsoft Server and Client administration
- § Familiar with Remote maintenance tools (e.g. VPN, VNC, RDP, etc.)
- § Experience with software programming
- § Solid knowledge of MS Office suite
- § PLC knowledge is a plus, but not required
- § Warehouse logistics knowledge is a plus, but not required

Your perspective

Stöcklin offer in interesting tasks in a very dynamic team in a team-oriented software environment, modern infrastructure, very good opportunities as well as (we consider important) modern employment conditions.

Please send your application document with photo and salary pretention to Sonja Lucca (sonja.lucca@stoecklin.com).

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