

Company Overview

WBT Systems develops the industry-leading TopClass LMS, named a Top 50 LMS for 2020, Best Continuing Education & Association Learning System 2019 and #1 Association Learning Management System in 2015, 2016, and 2017. TopClass LMS delivers transformative professional development experiences for association education and certification programs. With a single point of support from our in-house integration experts, TopClass LMS easily integrates with a wide variety of systems to provide efficient administration and a unified learning experience. Our focus is to support associations and training organizations in using learning technology to help drive growth in membership, increase revenues, and enhance the learning experience. We believe in truly understanding your challenges and partnering with you to ensure the success of your education programs. Learn more at www.wbt systems.com

Fast facts:

- 25 years in business
- Customers with us for 20 years
- TopClass LMS has over 5 million users and is used in 20 languages across 23 countries
- Flexibility in all we do: approach, product, pricing, implementation
- Excellent implementation track record - Very experienced team

Application Support Engineer Role

An exciting opportunity to join an expanding Customer Support team as an Application Support Engineer. This person will be responsible for troubleshooting and resolving complex issues and will be exposed to multiple different technologies.

The right candidate for this role is self-motivated and enthusiastic and enjoys getting to the bottom of complex issues.

Due to the Covid-19 pandemic this is currently a remote position. There are some on call hours required.

Day to Day Duties

- Investigation, diagnosis and resolution of complex technical issues
- Liaising with multiple WBT internal teams including implementation and R&D
- Ownership and triaging of assigned tickets within the support Queue
- Application installation and configuration
- Debugging and fixing code across diverse customer solutions
- Escalation of issues to Tier 3 for resolution where required
- Managing releases of code patches to customer environments
- Managing Customer Upgrades

Essential Experience and Skills

- 1-2 years supporting applications in a fast-paced enterprise environment - Experience supporting java based applications is ideal
- Team player with excellent communication and interpersonal skills
- Attention to quality and detail
- Ability to multitask and prioritise workload
- Excellent problem-solving skills with an ability to troubleshoot and resolve complex technical issues
- Good understanding of SQL and ability to write basic SQL queries to troubleshoot and correct data issues
- Ability to communicate clearly and effectively both verbally and in writing with customers and internal teams.
- Able to work independently and efficiently to provide solutions to technical issues.
- Self-motivated, detail-oriented and organized.
- Knowledge of HTML, CSS, JavaScript, Java, SQL essential

Terms

Permanent, Full time

Benefits

- Excellent remuneration
- Pension
- Health Insurance
- Up to 25 days annual holidays