



SoftwareONE is one of the fastest growing companies in the IT industry, with over 40% annual growth over the last 10 years - join us and become part of our growth story! Since fall of 2017, the world's leading global UC solutions provider, UC Point, has been part of our business.

For our Unified Communications Division (UC) we are hiring at the earliest possible starting date a:

SUPPORT CONSULTANT UNIFIED COMMUNICATIONS (Germany) Nationwide (Home Office or SoftwareONE German Offices)

Since 1985, SoftwareONE is known as an international specialist in software portfolio management headquartered in Stans, Switzerland. Globally aligned with a local presence in more than 80 countries, more than 3,000 technology consultants daily help our clients to optimize their software portfolio and to plan, implement and manage their UC strategy.

We are proud of our mutual success and our growth of the past years. The numerous awards are the best proof of this - our employees are among the best! Let us convince you!

We are offering:

- A varied position with challenging and interesting tasks in a fast-growing future market
- An excellent international working climate with highly motivated, professional and helpful colleagues of different nationalities and generations
- Flat hierarchies and many opportunities to contribute and implement your ideas
- Exciting development opportunities
- An environment that rewards enthusiasm and creates the balance between work and leisure
- Home Office workplace
- Needs-based training and coaching

What's waiting for you:

- Support of Unified Communications (UC) and Video Collaboration Systems (VCS)
- Configuration Support, Troubleshooting, Global Support for Skype for Business / Teams, Voice Gateways and Session Boarder Controller
- Incident and Service Request processing and solution, as well as documentation in the Ticket Tool
- Creation of documentation and solution descriptions
- Interface function to the consulting team, suppliers and network providers
- Escalation Handling
- Ensuring knowledge transfer
- Active participation in internal IT projects

You bring along:

- Very high IT affinity and successfully completed IT training
- Professional experience in the Microsoft environment (Windows Server 2008/2012, Exchange, Skype for Business / Microsoft Teams)
- Experience with PBXs and video systems is an advantage
- Experience in ticket-based support
- Proactive, structured, self-responsible and solution-oriented way of working
- Familiar with ITIL-compliant processes in service operations
- A service and customer-oriented way of working as well as a very friendly appearance
- Teamwork and high resilience
- Proficient in Speaking and Writing in English

SoftwareONE applies to you!

We, an international team of helpful colleagues from different generations, are happy to convince you of our professionalism, our ambition, our common goal, our team spirit and our flexible and very advanced working conditions.

We look forward to communicating with you either through our [website https://www.uc-point.com/en/career](https://www.uc-point.com/en/career) or via e-mail at jobs@uc-point.net.

True to our motto 24/7, it will not be long before you hear from us.