



// We develop software with passion!

At FNT Software, we provide leading solutions for IT, Data Center, and Telco infrastructure management. With clients across industries like telecommunications, enterprises, airports, and data centers, our software enables transparency, efficiency, and smarter decision-making.

At our location in USA Short Hills, NJ (Hybrid/Remote Flexibility) we are looking for a

// First-Level Support Specialist – IT & Software Solutions

We are expanding our US Support Team and are looking for a motivated First-Level Support Specialist who thrives on solving problems, assisting customers, and contributing to an outstanding support experience. Shape the digital future with us!

Exciting tasks await you:

- Assist customers via telephone and email in resolving issues related to the installation, functionality, and usage of software and basic Microsoft Windows functions.
- Assist customers in resolving simple to intermediate technical issues and pre-sales inquiries by providing detailed and informative responses to their inquiries.
- Document support cases and software change requests in accordance with company processes and communicates case status to customers and within the organization.
- Authorize solutions and associated knowledge base materials in accordance with company processes and style guides.
- Rotate in the on-call process.

With this you inspire us:

- Ideally previous software/technical support experience.
- Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Able to create knowledge base articles
- Willingness to attend continuing education and/or certification programs in specific technical areas at company discretion and expense.
- Proficiency in salesforce.com, Microsoft Word, Adobe Acrobat, Notepad, WordPad, Microsoft Excel, Jira.
- Bachelor degree in Computer Science is a plus.



Great Company
Culture



Social Benefits



Training



Work Life
Balance



Mobile Work



Team
Events



Benefits Package

Take your next career step with us and apply via e-mail, stating your salary requirements and possible start date. If you have any questions, please contact Ulrike Gruhs, Human Resources, career@fntsoftware.com, + 49 (0) 7961 9039-0