Based in the US

Don’t apply for just any job, apply for the job you deserve!

OTRS is not only world’s leading provider of the open source help desk software, our career opportunities are also highly presentable! Being creator and source code owner of the OTRS product suite we are looking for new team members. Become a part of OTRS and apply now.

Being a Consultant at OTRS couldn’t be more diverse. You counsel and support our customers in the realization of entire OTRS projects from implementation to configuration. You know exactly how and expertly manage the balancing act of high-level expertise and humor. You optimize business processes, hold workshops and trainings for OTRS user and administrators and convey comprehensive product knowledge. And since our consultants are extremely well-rounded, you also evaluate possibilities for follow-up business and examine the IT landscape of our customers together with our sales team. Sounds like your dream job? Then you’ll surely also meet the following requirements…

We offer:

- Diverse and exciting tasks with a wide range of individual responsibility and a high-level of independence
- The chance to contribute and implement your own ideas
- A dynamic, international team with strong team spirit and flat hierarchies
- Modern work equipment (MacBook, iPhone, etc.) as well as a great working atmosphere and regular team events

Your Profile:

- College degree in computer science (or comparable education) and initial practical experience in the field of consulting
- Deep technical knowledge in the administration of Windows and LINUX distributions as well as knowledge of process modeling (UML, BPMN, YAWL) and web technologies (HTML, XML, AJAX/Javascript)
- Friendly, kind, punctual and eloquent appearance combined with the ability to clearly explain IT-topics to laypersons
- Ability to work on various projects at the same time, capacity to adjust quickly to new situations
- You have a strong command of and English and you feel at ease in an international environment
- Determination and a high-level of personal initiative
- Certification „OTRS certified Administrator“ is beneficial

Are you interested?
Please apply through email at career@otrs.com
Further Questions?
Contact us at +49 (0)6172 – 681988-51.