

# Technical Engineer/Consultant (f/m/d) OTRS

- Based in USA or Canada -

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

**OTRS** is not only provider of the internationally successful ITSM 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.

As a **Technical Engineer and Consultant**, you will be playing a hybrid role at **OTRS Group**: on the one hand, you're holding a decisive role as an expert in our technical support team - you are an important go-to-person for service requests and support **OTRS** customers as a competent point of contact and solution finder. On the other hand, you will be a consultant and „face to the customer“ - for example, you will conduct remote and on-site technical workshops and take care of issues such as installation, migration and web service design. And to ensure that you maintain the necessary overview and the right balance, we not only provide you with a comprehensive onboarding, but also a clearly defined framework within which you can structure yourself.

## We offer:

- A dynamic, international team with a strong team spirit and flat hierarchies.
- Extensive and sustainable onboarding.
- Long-term perspective of specialization in a certain area.
- Possibility to work from Home Office, flexible working hours.
- Modern working equipment, as well as additional benefits like healthcare and meal ticket.
- A great working atmosphere and regular team events.
- Excellent career opportunities and the chance to realize your own ideas.

## Your profile:

- College degree or apprenticeship in computer science / IT sector (e.g. in the area of system integration, IT management or similar).
- You are familiar with web services and have knowledge of XSLT, XML and HTML.
- Ideally, you have already gained some experience in the administration of Linux landscapes and ticket systems.
- You are reliable, communicative, can structure yourself well and also enjoy interacting with people, furthermore you possess a high level of determination and personal initiative.
- You are able and willing to travel in small amounts (owning a driving license is beneficial but not mandatory).
- You speak business english fluently.

**Ready for your next step? Join OTRS!**



**Are you interested?**

Please apply through email at [career@otrs.com](mailto:career@otrs.com)

**Further Questions?**

Contact us at +49 (0)6172 – 681988-51.