

Technical Solutions Engineer– Boston MA

As a Veson Nautical Technical Solutions Engineer you will provide technical support for the world's leading developer of commercial maritime shipping software. You will have a deep understanding of our customer's workflow and processes and will work independently and in collaboration as necessary to research and troubleshoot issues and implement appropriate solutions. You will assist clients via phone, email, and web sessions. You will collaborate with the Product Director and clients to manage beta testing new major features. You will manage and document daily reported issues in our bug tracking system. As an expert in our products and client profiles, you will drive internal and external communications and information sharing. You will put your excellent writing skills to work to document client profiles and knowledge base content.

Requirements

- 1-4 years software support experience
- Proven ability to proactively address customer concerns and meet or exceed customer needs
- Demonstrated planning and organizing skills
- Analytical thinking and attention to details
- Passion for real-time problem solving and troubleshooting complex problems
- Generally enjoys working with software and computers
- Willingness to conduct ad-hoc or exploratory testing with thin documentation
- Solid computer skills and understanding of network and software technology (coding ability a plus)
- Experience with Windows Server 2003 and MS Operating Systems
- Familiarity with a defect tracking tool a plus
- Strong written and oral communication skills
- Maritime industry experience a plus
- Desire to work in fast-paced, entrepreneurial setting
- Ability to rapidly adapt to changing systems and environments; proactive, positive approach to work
- Legal right to work in U.S.

About Veson Nautical www.veson.com

Veson Nautical delivers software solutions and services that enable the commercial maritime community to make more informed decisions, simplify everyday operations, and maximize profits. With offices in Boston, Athens, Rotterdam and Singapore, Veson Nautical is a dynamic organization with a committed team of executives, product managers, software developers, and customer service experts. Dedicated to ensuring the highest levels of customer satisfaction, Veson Nautical brings decades of experience, technical knowledge, enthusiasm and commitment to clients around the world. The combination of exceptional market growth and leading market position make this a superb opportunity for the right candidate.

Veson Offers

- Competitive compensation
- Three weeks vacation to start plus 11 holidays
- Generous Health, Dental, Life and Disability insurance
- Flexible Spending Plan + \$500 employer contribution
- 401K + 4% employer match
- Health club membership subsidy
- Free Monthly T pass
- Free Friday lunches
- Friendly, informal work environment
- Offices Boston's Back Bay

To Apply

Email a cover letter and resume to hr@veson.com.