

# Software Support Engineer

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The Open Platform Company

## Software Support Engineer for International Growth Company

**Milestone Systems Headquarters in Denmark seeks Software Support Engineer who wants to be part of an exciting future in a high growth industry.**

*Milestone Systems is the worldwide industry leader in open platform IP video management software. Milestone XProtect<sup>®</sup> products have been installed in thousands of customer installations, sold through authorized and certified partners in more than 115 countries. XProtect provides best-of-breed solutions to 'video enable' organizations – managing risks, protecting people and assets, optimizing processes, and reducing costs.*

Being a Software Support Engineer at Milestone Systems, your primary task is to provide excellent technical support to our partners and customers via e-mail and telephone. When joining our team of 7 colleagues in Copenhagen, you will represent our company and products. Therefore, it is of great importance that you always act professionally and take pride in finding solutions and putting customers first. During a busy work day you must be able to handle and prioritize multiple tasks simultaneously, at other times, you need to focus and work in depth on a single case for a longer period of time. Besides being in contact with partners and customers, you will also be the point of contact to many people and departments in our own organization.

### Tasks

- Technical support via e-mail and telephone for our world-wide customers and partners
- Problem verification on our own test equipment or via remote connection to the customer´s systems
- Registering and managing cases in our global support system

- Second level support for our foreign subsidiaries
- In time, be part of on-call 24/7 support service, which is to be established shortly
- On-site support in rare cases, requiring you to travel to the site to help trouble-shooting
- Reporting problems to R&D

### **Professional skills**

- Practical experience with support of software products for external customers
- Excellent technical understanding and practical experience with Microsoft Windows operating systems
- Basic knowledge of Microsoft AD user/group authentication
- Deep understanding of IP Network technologies
- Fluency in English (orally and in writing) and preferably also French, German or other European language
- Relevant theoretical IT education
- Knowledge of Wireshark (or equivalent network tracing tool)
- Knowledge of WinDbg and "memory dumps" analysis techniques

### **Personal skills**

- You are kind, patient, service-minded and put the customer first
- You work independently, but possess good collaborative skills
- You have good analytical skills and a structured way of working
- You are able to stay calm even in stressful situations
- You are good at communicating

### **Milestone Systems offers**

We offer an exciting and challenging job in one of Denmark's leading IT growth companies. You will be part of a team of professional, talented colleagues and you will have the opportunity to shape your job role. As a Milestone employee, you are the source to our success and you will be part of an international dynamic organization in rapid growth.

We are a young organization that prioritizes a good social environment and the welfare of our employees highly. We cherish an informal tone where the door to management is always open.

We offer flex time, salary based on qualifications and a pension scheme. We have a very active personnel club that frequently organizes arrangements. We also have a sports club, a masseur, a reflexologist, "all inclusive" canteen, and so on.

You can read more about being employed at Milestone Systems [here](#).

### **Application**

Please note that you must have a valid work permit for Denmark in order to be considered for employment at Milestone HQ.

Please submit your application including your cv and possible certificates as soon as possible via our web site. Interviews will be conducted on an ongoing

basis. Only applicants that include a written application will be taken into consideration; a cv will not be enough. We will interview candidates on an on-going basis.

For more information, please contact Support Manager Michael Munkemose, tel. (+45) 88 300 305, or Services Manager Harry Møller, tel. (+45) 88 300 325. Alternatively, visit our web site [www.milestonesys.com](http://www.milestonesys.com).

**About Milestone Systems**

*Milestone Systems A/S was founded in 1998 and is the global leader in networked digital video surveillance systems. The company has more than 260 employees, of which more than 150 are located at the headquarters in Broendby, Denmark, and the rest in our international subsidiaries around the world. Milestone software is sold through authorized partners in over 115 countries.*