



Lisam Systems, a leading software company developing environment, health and safety solutions for the chemical industry is looking to hire a Customer Support Engineer to work closely within the Support and Development Teams in fielding support cases. One of the core objectives of this role is to respond to customer inquiries about technical problems through an internal ticketing system, telephone calls, and email. The work is diversified and exciting due also to the close cooperation with our international offices.

**Job Type:** Full-time, Permanent employment

**Experience:** Experience in a similar position is an advantage

**Qualifications:** Bachelor's degree in Chemistry or Chemical Engineering

**Preferred knowledge, skills, and abilities:**

- Strong customer relation and problem solving skills
- Clear and articulate written and verbal communication in English and German
- Good knowledge of Microsoft Office suite products
- Ability to think critically and work through issues with minimal direction/oversight
- Adaptability to thrive in both individual and team environments

**Responsibilities:**

- Offer support and solutions to customers in accordance with the company's customer service policies
- Partner with the business analysts and development teams for test case validation and defect remediation
- Interpret information found in various meetings, research, or other content to use for the creation of procedures and processes
- Assist in the organization, editing, and maintaining of important referential documentation
- Communicate clearly and professionally across departments, as needed

**Location:** Cluj-Napoca

Since its beginning, in June 2015, the branch from Cluj-Napoca started playing a key role of the development of Lisam International Group, a global organization having the headquarter located in South Belgium and globally few other branches (USA, UK, Germany, France, Singapore, Luxembourg, Brazil, South Africa, India, Korea, Australia and others).

**Benefits**

A real chance to be part of an organization that values its professionals, providing an encouraging and collaborative culture, opportunity for growth and comprehensive benefits: competitive salary package, hybrid work arrangement (WFH/WFO), flexible working hours, 26 days of annual leave, medical subscription, private pension, meal vouchers, laptop.

**To apply please submit your CV at** [info.ro@lisam.com](mailto:info.ro@lisam.com)