RISCO Group is a leading provider of Integrated Security & Building Management Solutions, including software solutions to high-performance sophisticated technology for the global security markets.

Junior Support Engineer
to be based in Madrid

The Junior Support Engineer will join the technical support department of RISCO Group Iberia in Alcobendas (Madrid). He/she will report to the IBERIA & LATAM Technical Services Director and will provide support to customers (installers, alarm receiving centers, monitoring stations and distributors) both for Spain and Portugal. He/she will also interact with the RISCO Group Headquarters and other technical support departments from around the world.

This is a full-time position. We are looking for a person that has experience with Windows Server and that is eager to learn about electronic security and cloud services.

Responsibilities

- Serves as the front line support person for handling cloud services (malfunction, deployment & maintenance) events in front of the customers
- Interacts directly with customer's technical representatives at all related levels in order to manage system malfunctions and deployments as well as to support customers with regard to their product and project deployments at site.
- Supports different RISCO Group services: cloud services, apps, desktop applications
- Customer training of RISCO Group products and services
- Deployment of demos and other technical presales activities
- Reporting on the relevant CRM data so that it reflects the handling and the action taken during the analysis, current status of the assigned task and resolution of the service request

Basic requirements:
- Degree in Computer Science or Telecommunications
- Experience in Microsoft Windows Server and network administration
- Good communication skills in Spanish and English
- Willingness to occasionally travel within Iberia

Additional requirements:
- Experience in:
    - MySQL and/or Microsoft SQL Server databases
    - Microsoft NLB and clustering
    - Linux administration
- Knowledge of any of the following fields:
    - Electronic security (intrusion, panels, detectors)
    - Access Control
    - Video IP, ONVIF
    - Automation, Z-Wave, KNX, ZigBee, BLE

Only suitable application will be considered
Please email your CV to: riscogroup.jse@applynow.io
Subject: Junior Support Engineer Madrid