

Sharing Knowledge!

Thanks to our software for optimizing gears and gearboxes:

- radio telescopes can listen to the Universe and wind turbines can generate electricity
- electric cars can travel quietly, and sports cars can set new records for acceleration
- robots can move powerfully and precisely, and rear-view mirrors can be tilted at the touch of a button
- cranes lift heavy loads and helicopters take off safely
- and much, much more ...

40 engineers, marketing specialists, software developers, translators, mathematicians, graphic artists and sales engineers work closely and collegially together in Bubikon and Slovenia. As part of the Gleason Group, KISSsoft AG, www.kisssoft.com, develops, distributes and trains the users of a globally acclaimed CAE software program for sizing gearboxes and optimizing toothings. We supply a global network of sales partners and direct customers. Exports represent over 95% of total revenues. KISSsoft AG is an agile, unconventional and extremely prestigious company. We are a "hidden champion" and one of the top players in our niche. We are now looking for a candidate to join our

Technical Support Team, 80%-100%, starting July 1st 2024 or by agreement

Responsibilities and scope:

Technical software support:

- Responsibility for providing technical software support by telephone and using the ticket system.
- Providing help in answering user questions about the theoretical and practical background of the implemented calculations
- Providing support for software problems and questions.

Software tests and validation:

- Performing tests and validating software in accordance with requirements and specifications.
- Ensuring the quality and functionality of software products.

Requirements management:

- Managing and updating software requirements.
- Coordinating with development and product teams.

Sizing gears to order:

- Sizing gears to order, as required.
- Working together with the Engineering team.

Participation at conferences and exhibitions:

- Representing the company at conferences and exhibitions.
- Networking and product presentations.

Training courses:

- Giving training courses on the premises and abroad.
- Live training courses and virtual training courses via TEAMS.
- Creation of clear, comprehensible training materials.
- Writing instructions for users.

Your strengths and character traits:

- You have a passion for mechanical engineering and have experience in transmission or gear design.
- You always put the customer's requirements first. You are always ready to help, can explain complex issues accurately and succinctly and have a calm and patient manner.
- You can hold technical conversations in German and English. Additional languages are a benefit.

- You place great value on expanding your knowledge and are motivated to study independently by, for example, reading technical literature, standards documentation and other publications.

Our offer to you:

- The opportunity to work together with an extremely experienced team of gear, software and transmission engineers.
- High-level international cooperation in our network of partners, in the global group and with customers throughout the world.
- Managers and colleagues who will listen to you, who are keen to learn and happy to help.
- Our offices are easily accessible by public transport and a parking place will be provided.

Mr. Hanspeter Dinner, hanspeter.dinner@kisssoft.com, looks forward to receiving your application!