

With total Industry 4.0 alignment, INCLUDIS Automation Systems Inc. develops and sells web-based Manufacturing Execution Systems (MES) and IoT-solutions for real-time production monitoring in the manufacturing industry. We support the digital transformation to the Smart Factory with creative ideas.

The performance capacity of our software house grows with each customer requirement. To solve these problems we are looking for committed employees with energy and know-how – and this includes individuals entering the job market.

Achieve new goals together with us in the IoT world and cloud computing.

To strengthen our IT Team in our office in Europarc Dreilinden directly adjacent to Berlin–Wannsee, we are currently looking for a  
**Service Support Specialist**

**Your tasks:**

- Support and review of Hotline tickets
- Troubleshooting, customer consulting and support
- Timing of service cases with the development team
- Installation of software and database updates
- Programming of customer specific demands

**Your profile:**

- Professional experience as technician or matchable
- Preferably experience in customer support
- Basics in network and SQL-database
- Basic knowledge in programming with C# and .Net
- Team spirit, self-reliance and flexibility
- Strong communication skills in interaction with customers
- Perfect German and fluent in English

**Our offering:**

- Friendly work atmosphere with flat hierarchies
- Flexible work times and performance-oriented salary
- Varied activities with direct customer contact
- State-of-the-art technologies, coaching, and continuing education
- Internationality through worldwide customers

**Interested?** If so, please send us your complete documents to [bewerbung@includis.com](mailto:bewerbung@includis.com).  
Ms. Susanne Brinkmann is your contact person; Tel. +49 30/200 89 69 0.