

Job Announcement

Eniram is revolutionizing seafaring by utilizing cutting edge information technology. With our products shipping industry will use less fuel and be environmentally friendlier. Our cross-functional team of software experts, data analysts, seafarers and shipbuilders is enthusiastic to challenge the current way of thinking. Our expanding customer base is global by nature.

In November 2011 Eniram was named the fastest growing company in Finland in the Deloitte Fast 50, recognising our expansion over the last five years. Due to our strong growth we are looking for highly motivated and multi-talented individuals to be part of our Customer Support team. We are currently looking for a

Customer Support Engineer

to be based in Fort Lauderdale, Florida, USA

Your primary responsibility will be providing both first and second tier customer support to Eniram's global customer base for all Eniram products. In this role you will receive and respond to problem reports and questions from customers, being responsible for each case from start to finish. It is vital to have good attitude towards working with customers and good command of English. In this position you will work in close co-operation with software development, project managers, and commissioning teams deployed around the world.

Your daily work involves tasks such as troubleshooting customer's live system, analysing log files, testing system configurations, analysing data, and communicating with customers. As a natural part of solving the issues your responsibilities also include creating configurations and deploying software updates. You will be the main point of contact for Eniram customers and co-ordinate the engagement of other departments should the solving an issue need that.

You have/are

- Bachelor's degree in relevant field and at least two years of relevant work experience
- Experience working in a Unix-like environment (familiar with basic commands and tools, Linux scripting)
- Experience in customer interface with international customers, preferably in a support role
- Good written and verbal command of English
- Punctual with strong organizational skills, good accuracy, and attention to detail

We create complex systems that collect data from different systems of a vessel and generate new information to assist the decision-making of the vessel's officers onboard and managers onshore.

For the right candidate we offer

- Fulltime and permanent position
- Interesting work in a capable team in an international environment
- Flexible working hours
- Good opportunities for professional development and the latest tools of the industry

Applicants must have the right to work in the United States without restriction. The position will be filled as soon as possible.

For additional queries, please contact Mr. Martti Jakobsson by e-mail to [martti.jakobsson\(a\)eniram.fi](mailto:martti.jakobsson(a)eniram.fi). To apply, please send your application in English, including a CV and salary request, by e-mail to [careers\(a\)eniram.fi](mailto:careers(a)eniram.fi) in reference to "**Customer Support Engineer, AL/US/028**".