



As global Competence Center Compliance of Fair Isaac Corporation (NYSE: FICO) our main objective is the sustainable fight against financial and white-collar crime. We help banks, insurance companies, and industrial corporations fulfill their compliance obligations, avoid reputational damages, and live up to their own ethical standards. More than 1,200 customers in over 90 countries rely on our IT solutions.

FICO is world-market leader for Predictive Analytics and Decision Management Software. The company has subsidiaries in 25 countries and employs more than 3,000 employees, thereof about 150 in Germany.

To reinforce our **Cloud & Support team** in Bensheim (Germany), we are looking for a

Product Support Engineer (f/m/d) for our International Customer Helpdesk

Tasks

- Advise and support our customers, partners, and consultants around the globe using innovative software solutions
- Fix issues in our software solutions at our customers fast and individually, feeling at home both in the 2nd and the collaborative 3rd level support
- Reproduce issues at our customers in standardized environments and pass them to the 3rd level support

Profile / Personality

- You qualify if you are a trained or graduate IT professional
- You detect data-constellation issues or incidents in a Java stack trace
- As a creative and quick-witted mind, you are eager to familiarize yourself with the most various topics and are always one step ahead of our customers
- Quality is your top priority
- Contact with international customers is a welcome daily challenge managed by you in German, English, or even in French or Spanish
- Our team looks forward to meeting you if team spirit is high on your list of priorities
- You work efficiently and do not hesitate to assume responsibility
- Your personal initiative and your willingness to help is equally important to solve customer requirements as your quick apprehension and your mental flexibility
- You see escalations as exiting challenges and grow with your tasks
- As an ambitious IT professional, you are receptive to new technologies and willing to develop constantly

Our German Benefits

- An exciting work environment that combines the strengths of a medium-sized company with the innovation power of the Silicon-Valley-based FICO group
- Diversified and challenging projects in an international environment
- An open work culture that values and encourages ideas and contributions
- Continual individual professional and personal development
- Flexible work-time models, free beverages and snacks and much more

Are you interested? If so, we are looking forward to meeting you in person and to your application in our [online portal](#) stating your desired salary and earliest onboarding date. For further information, do not hesitate to call our HR-colleague Kim Oerterer at +49-6251-7000-363.