# SERVICE DELIVERY ENGINEER

**Location:**Skopje, Macedonia

**Salary:**Unspecified

**Company:**Applify DOOEL Skopje

**Job Type:**Permanent, with an initial 6months agreement (trial and training period)

## Job description

This is a Service Delivery Engineer positionwithin a strong, technical and high profile team.You are willing to take on the responsibility for managing service level agreements by ensuring that all services are delivered according to contractual commitments. You enjoy working closely with customers and know how to manage customer relationships to achieve the best results. Planning and organizing are two of your strong characteristics and you are able to see the bigger picture.

You will be expected to communicate on daily basis with various customers (by e-mail and phone) and resolve support and change requirement issues starting from problem assessment and gathering details, reproducing the problem, resolving the problem (on database level, server settings, resolving bugs in the code),designing a solution, and forwarding the bug resolving/new solution to development team after which follow-up is needed: wait for the solution, test it and deliver it to customer by arranging deployment on customer servers/environment.

Required education, skills and experience

- College education in IT
- Excellent (advanced) knowledge of SQL
- Some knowledge (and experience) of programming languages, enough to follow code execution, detect code errors, debug, and make minor fixes.
- Experience working with Microsoft Windows Server and IIS
- Troubleshooting skills (patience and determination to find and solve problems)
- Independent and self-motivated and very thoroughworker
- Good analytical skills
- Developed communication skills, both written and verbal with great attention to detail
- Fluent in English
- Some relevant experience will be considered as advantage
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## About us:

Applify is a software development company offering creative software solutions to a range of customers, with special focus on the graphics industry. Applify'sFlowSuite product provides an end-to-end Management Information Sys-tem (MIS) and web-to-print solution. The FlowSuite web-based

system manages detailed orders from the moment that they are entered online to the delivery of the order to the client. FlowSuite was designed to be adaptable to various situations while consistently providing an intuitive, easy-to-manage, optimized workflow system.

Applify was started in 1998, so we are not new to the market. Since then we have continued to gain technical expertise. The experience gained providing innovative and advanced printing workflow solutions for over a decade offers Applify employees a wide knowledge base that we draw from every day and is crucial in developing new solutions for existing and new customers, but also in honoring our service level agreement with customers, and that is where your role comes.

To apply for this position please send a motivation letter and a CV on the following e-mail address: [jovanac@applify.com](mailto:jovanac@applify.com) with a subject: Candidate for the SDE position

Selected candidates will be tested and interviewed.