

## Customer Care Engineer

**MINT MEDIA INTERACTIVE Software Systems** is a full-service supplier of sophisticated software products for the aviation industry and other training intensive industry sectors, since 1998. Our flexible and modular training management system, **MINT TMS**, is based on innovative software technology and valued by aviation and non-aviation organizations all over the globe. Our goal is, to provide the **most modern and powerful toolset for training and records management**, to enable our customers to effectively plan, execute and analyze the training of their employees and optimize it to the greatest detail, to both increase cost and operational effectiveness. Over 70 customers from all around the globe rely on a customized MINT TMS solution to drive efficiency and meet stringent regulatory requirements.

MINT has grown during the years and owes its success to highly committed employees and their cumulative and extensive experience in the aviation industry and its requirements, and of course to their expertise in software development, integration and implementation. Our team enhances and improves MINT TMS constantly and takes care of our customers and their individual needs around the clock, from various locations around the world.

***We are currently looking for highly motivated Customer Care Engineers to join our team in our office in Kiel, Germany or Orlando, FL, USA!***

**Position:** Customer Care Engineer

**Location:** Kiel, Germany or Orlando, Florida

**Job Summary:** This position primarily supports customer issues, configuration queries, and updates for MINT TMS. The Customer Care Engineer, as part of the Customer Service Excellence Team works closely with the Development team and Customer Relationship Managers to resolve issues and will create documentation as needed. Other responsibilities may include but are not limited to: installation, modification, and repairs to hardware and software systems, as well as providing technical assistance and training to customer and company users.

### “Customer Care Engineer” Duties and Responsibilities

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- Continuously expand own knowledge of our product line
- Always deliver exceptional customer service
- Answer all questions and address all concerns that the customer may have
- Accurately communicate all technical specifications
- Work cooperatively with the rest of the team
- Seek self-improvement through mentoring and coaching from senior team members
- Provide coaching and mentorship to junior team members
- Remains in compliance with company guidelines at all times

- Log all customer contacts including contact information for follow-up
- Install and configure software and computer systems
- Troubleshoot and resolve issues with software or hardware
- Walk colleagues or clients through steps to help them resolve their technical problems
- Maintain procedures and reports that provide technical support to the entire organization
- Analyze records and logs to spot underlying trends and potential issues
- Support the implementation of new solutions or applications

#### “Customer Care Engineer” Job Knowledge, Skills and Abilities

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- Willingness to solve complicated problems and see projects through to completion
- Team-oriented attitude to help other colleagues and departments with technical problems
- Strong interpersonal communication and relationship-building skills
- Ability to manage time and effectively prioritize numerous projects at one time
- Able to memorize product specifications and demonstrate use accurately
- Able to work cooperatively as part of a team
- Must be reliable and punctual
- The desire to continue to develop skills and knowledge
- Excellent communication skills, both written and verbal
- Analytical skills to study problems and records and identify solutions

#### “Customer Care Engineer” Education and Experience

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- Associate’s or bachelor’s degree in computer science or a related field preferred, but not required
- 1+ years of experience in a technical support role
- Certifications are preferred, but not required
- Working knowledge and expertise with a variety of software, hardware, and applications

Interested? Please apply through our [website](#).