

## Application Specialist (USA)

Reporting directly to our Project Manager, we are looking for a dedicated and professional Application Specialist.

In this role you will provide first class support to our customers throughout the US.

### About Us

With offices in Belgium, Germany, Italy, US and a global partner network, Hybrid Software is a software development company focused on innovative productivity tools for the graphic arts industry. HYBRID Software's CLOUDFLOW workflow, PACKZ and STEPZ PDF editors, and iC3D visualization software offer a unique set of advantages that include native PDF workflows, vendor-independent solutions based on industry standards, scalable technology and low cost of ownership. These products are used by thousands of customers worldwide in all areas of prepress and print.

### Your Responsibilities


- Ability to provide product training to customers:
- Presenting information and education on our products in an accessible way
- Respond to questions in a professional and respectful manner
- You will be responsible, together with your team members, for the Customer Service Support and After Sales Services for our off-the-shelf software products
- Troubleshooting any problems related to the use and implementation of our software
- Reporting back to our development teams any recurrent issues that arise through our internal tools
- Ensure continuous service and system updates for your customers

### Your Qualifications

- Analytical thinker with excellent problem-solving skills
- Flexible & mobile / Good Time Management
- Having a service-minded attitude
  - Excellent verbal and written communication skills
  - Excellent interpersonal and customer service skills
- Professional and pleasant telephone/email communication skills
- Knowledge of java scripting
- Proficient with the ability to quickly

### We Offer

- A competitive salary in accordance with your experience
- An excellent benefits package including Medical / Dental / 401K and more
- Being part of a successful and growing global company

 Don't hesitate to send your resume to [HR-NA@hybridsoftware.com](mailto:HR-NA@hybridsoftware.com) or to contact us at T: +1 215-550-6243 in case you have any questions.