

## **System Supporter**

Make your impact and be part of shaping the future for SameSystem – a fast-growing Danish SaaS company that brings value to its customers with a software solution that optimises retail store operations through tools in scheduling, time registration as well as budget- and HR-tools.

SameSystem consists of 50 talented individuals situated in five countries. We have a motivating work environment, where we are eager to help each other. We are based on personal freedom and own initiatives, while still encouraging teamwork.

## **Your role in the Company**

In course of the last 10 years, SameSystem has grown from a startup, to a SaaS-provider for more than 500 clients.

We currently need talented employees for our support-department in Denmark.

Being a supporter in SameSystem is not like a typical supporter job. A significant trust is placed in you, and you get to assist all our clients: From the owner of a single store, to the influential administrator of hundreds of stores. Here you won't simply receive the inquiry and escalate it to other divisions within the company, instead you take the inquiry all the way – it will be your responsibility to lead difficult situations to viable solutions, coordinating with customers, developers, project managers as well as your support team.

## **Your responsibilities will be:**

- Support the customers from your country, occasional from other European countries
- Conduct training sessions for new and existing customers
- Creating user guides for customers when necessary
- Varied ad hoc tasks

At SameSystem we need highly motivated employees, who understand the importance of fast, reliable and good customer service. The company supply essential tools for its customers and handles very sensitive information, so maintaining a professional appearance towards our customers is paramount.

We expect you to take responsibility for your own tasks as well as feeling a commitment for the company. Sometimes hectic situations will occur, and hard work and dedication will be required of you. In this job you will not always be able to just punch out and have somebody else take over for you, but will at times have to take the leap for your own projects as well as for your colleagues if needed.

## **Mandatory qualifications:**

It is mandatory that you are able to understand, speak and write in Danish.

One of these two profiles will be preferred:

- You have basic knowledge of Italian or French, and will be able to communicate in one of the two languages.
- You master English on a native level, being able to write in impeccable English.

## **Preferred qualifications:**

- Knowledge of how the retail industry works
- A good feel for general software and website applications
- Basic understanding of how to use common software applications, such as Operating Systems, Browsers and Microsoft Office applications

## **Information about SameSystem**

SameSystem is a Software as a Service business competing in a fast-evolving and competitive market. The SaaS business has seen many successful companies across several markets, such as Salesforce for CRM and Zen-desk for customer service. SameSystem is a Workforce Management solution for the retail industry, and with a best-in-class approach we have established ourselves as a market leader in Denmark. SameSystem is growing all over Europe, and this allows us to recruit ambitious and well qualified colleagues.

## **Office and office hours**

You will be working at our office situated in Værløse, Ballerupvej 62. Great office facilities in beautiful surroundings. Catering service with the possibility to eat at outdoor areas.

Your typical office hours will be from 8 till 16, Monday to Friday, working one day a week from 10 to 18.

## **Interested?**

If you are interested or want to learn more about the job, please send us your CV and application to [jobs@samesystem.com](mailto:jobs@samesystem.com) or contact Head of Product Tobias Ritlov on 40 95 36 62.