

Supporter (m/f/d) for the Second Level Software Support



Hogrefe Digital Solutions



Göttingen



Permanent contract



Flexible working hours, 30-40 h/week



Hogrefe, with psychology at its core, identifies, develops, and disseminates knowledge about human experience. We create and publish scientifically based printed and electronic assessments, books, and journals focused on psychology and psychiatry. We are the largest company in our field in Europe and employ over 500 people world-wide.

Our E-Assessment department develops the Hogrefe Test System (HTS), a web platform for comprehensive psychological online assessments. We are more than 50 people including Software Engineers, Psychologists, Product Managers, Quality Assurance, and UX Designers. We develop, learn, and grow together. Each employee in their own way, with their own interests, their own personality, and their own approach. There are many ways to reach your goal. Together, we are making Hogrefe successful.

We are looking for a full-time **Supporter (m/f/d) for the Second Level Software Support** to strengthen our team.

What will you be doing?

In this position, you will work in an international support team and analyze incoming support cases. You will be involved in projects in the areas of support, product development and release management and will also have the opportunity to take on project responsibility. One focus of your work will be on building up expert knowledge of our software product, and you will promote cross-departmental exchange through regular communication with other, international departments at Hogrefe. In addition, you will be available as a contact person for planned customer projects and support our international colleagues in the successful implementation of their projects.

Your day-to-day work is dynamic and there are always situations that require your attention. In your role as a central interface in the publishing house, you will be in close contact with numerous people and departments.

Who are you?

You have already gained professional experience in supporting software products as well as in regular customer contact and you have the ability to familiarize yourself quickly with technical contexts. You enjoy analyzing customer cases with empathy in order to find individual solutions.

You have outstanding communication skills and excellent verbal and written communication skills in German and English. You will need both in your daily work, as we often communicate in English.

Even in challenging situations, you never lose your cool and always keep a clear head and an optimistic attitude. Your proactive approach and enthusiasm for change allow you to actively help shape and develop support processes.

What will you get?

- A fair and honest working environment with plenty of room for personal initiative
- Work-life balance – Decide for yourself how many hours per week you want to work (30-40 hours)
- Agile methods – We work iteratively and value feedback
- Qualification – We promote on-the-job training and recognized certifications
- Team spirit – Team events and celebrations bring variety to your workspace
- Health management – Hogrefe Bike, team sports and health days, fruit and relaxation: it's up to you

We are looking forward to your application!

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That's why you should join us:

