

## CUSTOMER SUPPORT ENGINEER – HQ

**Type:** Full-time employee

**Location:** Trinigy HQ, 72800 Eningen / Stuttgart area, Southern Germany

**Focus:** Customer support, Professional Services

**Previous Work Experience:** 3+ years

**Trinigy is looking for a motivated customer support software engineer to assist our team and growing customer base with customizations and applications associated with our cutting-edge Vision Engine.**

At Trinigy, you'll be working with one of the industry's most advanced technologies for professional game development. The Vision Engine has proven its versatility and reliability in more than 150 commercial game productions and simulations all over the world and is the trusted solution of PC, console, serious, and casual game developers across the globe, including Ubisoft, Neowiz, TimeGate Studios, Spellbound, Nitro Games, Robot Entertainment and many more.

### Job Description

Every day, our customers work on exciting game and serious game projects using our Vision Engine technology. As a field and support software engineer, you'll work directly with those customers, our sales team and the HQ development team, providing detailed product information to prospective and existing customers and assisting them on-site as well as via phone and email. You will have the chance to work directly with many well-known game studios all over the planet, and establish relationships with technical decision-makers within those studios. The feedback you provide to our development team from the field will play a critical role in making our powerful technology even better.

This position involves learning and adopting cutting-edge graphics and game development technologies and standards, delivering high-quality software, and learning and using state-of-the-art development tools and techniques. Travelling to various countries and exciting cities will also be an integral part of this job.

We offer an exciting growth environment for energetic, self-motivated individuals where your contributions will be recognized.

### Expected Skills and Qualifications

- 3+ years of professional C++ / C# development
- Good knowledge of DirectX and/or OpenGL
- Strong problem solving and optimization skills
- Strong oral and written communication skills (English)
- Ability to incorporate into existing code
- Consultant skills, including expectation setting, collaborative problem resolution, selling of services/capabilities
- Willingness to travel

### Beneficial Skills

- Prior game and/or middleware development experience
- Field/application engineering experience
- BSCS or equivalent, or related industrial experience

### We Offer

- Health, Medical, Dental and Social Insurance coverage
- Long Term Disability and Unemployment coverage
- Bonus Program
- 30 days of paid holiday
- Relocation service
- A "crunch-time" free work environment since the company's founding

Trinigy is an Equal Opportunity Employer.

If questions, please send an email to [jobs@trinigy.net](mailto:jobs@trinigy.net).

To apply for this job, please send your resume via email to [jobs@trinigy.net](mailto:jobs@trinigy.net). Place the job title in the subject line.

We are looking forward to hearing from you!

### Trinigy GmbH

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PLAYSTATION 3

