

## System Engineer

Part-time/Full-time | Zurich

Are you familiar with on-prem solutions and want to grow into the world of cloud and SaaS applications? We develop add-ons for Skype for Business and Microsoft Teams for Routing, Contact Center and Recording, in close collaboration with Microsoft. You work in an international, close-knit team with creative freedom and development opportunities and with the unique Luware spirit. We are looking forward to getting to know you!

### **Many facets and development opportunities**

Our SaaS offering is evolving rapidly which is why we can promise you – in two years' time your job will look completely different! There will be new tasks and versatile development opportunities! Let's stay with today for now – these would be your tasks if you start with us:

- Technology or customer focus? You choose:  
Option 1: Tech Focus: You design, install and upgrade our solutions on the Windows Servers of our customers and partners.  
Option 2: Customer focus: You advise our customers on call flows, reporting, skill-based routing, migration process and give workshops and user training. You will be on-site when our solution goes live at the customers and ensure user adoption.  
Option 3: Combination of option 1 and 2.
- You bring in your ideas as well as opinions, optimize our customer/partner projects, challenge our internal processes and drive them forward.
- You proactively analyze and process our customer/partner feedback and incidents; you assist with our on-call service.
- Routing & Contact Center or Recording? Choose your focus topic. We have one team each, which is specialized in the respective topic.

### **Your benefits with Luware**

With our add-ons for Skype for Business and Microsoft Teams, we are right on the pulse of time, enabling remote workplace scenarios with minimal IT infrastructure. Besides modern solutions, Luware offers challenging work, supportive colleagues, a lot of freedom and a unique company culture.

- Innovative, modern product and service portfolio in a rapidly growing market
- Young, international and very motivated team
- Versatile development opportunities, e.g. in the direction of Cloud/SaaS technology, customer orientation, pre-sales, business consulting
- **Unique spirit** – collegial, supportive corporate culture
- We appreciate your ideas, your honest opinion and give you a lot of freedom

**We are looking for self-driven doers**

Do you contribute ideas, tackle challenges and feel comfortable in a fast-paced, challenging environment? We are looking for a team member who is customer-oriented and wants to grow into cloud and SaaS technology together with Luware.

- Education in the field of computer science, business informatics or similar (apprenticeship/university of applied science/higher technical college)
- Experience in the Microsoft server environment
- Affinity to Skype for Business and Microsoft Teams is an advantage
- Certification as Azure System Administrator is a plus
- Independent, proactive and solution-oriented way of working
- Seeking challenges and personal responsibility
- Very good written and spoken knowledge of English, German an advantage, other languages are also welcome

**About us**

Luware is a leading provider for customer service [solutions](#) that are seamlessly integrated into Microsoft Teams and Skype for Business. 100,000 users at over 280 [customers](#) benefit from Luware's solutions every day – among them AGC, Credit Suisse, ERGO, Kuka, Konika Minolta, Medical, Planzer, SAP, Swissbankers, Synamedia, UBS and Würth. The backbone of the modern software and close customer relationships are 100 Luwarians in Switzerland, the UK, Germany, Belarus and the USA with a passion for simple software and high service quality. [Mimacom-Flowable](#) holds the majority stake in Luware; operational management of Luware is performed by our founders Philipp Beck and Michael Jakob. Driven by customers' needs and in close partnership with Microsoft, Luware has been developing customer service software for UC platforms for over 10 years.

**May we get to know you?**

Send us your application using our job portal.

We are looking forward to getting to know you!

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