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## Support Engineer

International

### External Description

#### Company Background

Landmark Global is the international division of bpost, Belgium's national postal service. Bpost employs more than 20,000 people, handles 3.9 billion items per year and delivers to more than five million addresses every day.

For nearly two decades, Landmark Global has enabled our customers to expand globally. Our business has grown from basic international mail and parcel delivery to full service, end-to-end solutions. This includes proprietary technology and trade consulting, which provides our clients the capability to sell to millions of customers worldwide.

Our technology is web-based, scalable and agile. Mercury, our proprietary web-based software, was developed in-house on the foundations of our logistics expertise and client requests.

#### Summary

Our engineers are part of a growing team supporting a commercial web-based application used around the world facilitating shipping millions of packages a year. Our engineers work across our technology stack and throughout the full software product lifecycle including architecture and design, front and backend implementation and on-going support.

The support development team is dedicated to maintaining our flagship web-based platform and supporting its users. Team members will serve as the first responders when issues are brought forward by our userbase. When not directly engaged in user support, this team will focus on maintaining our large number of shipping carrier integrations in addition to system-wide quality assurance tasks such as writing tests, validating newly developed features, and improving internal tooling.

#### Job Description

- Core responsibilities will include the following areas:
- Work within a small and dedicated team as a support engineer
- Provide assistance and solutions for support requests from end-users of our web-based SaaS platform in a timely manner
- Develop and maintain carrier integrations with 3rd party systems
- Write unit and integration tests in our testing framework (Jenkins, PHPUnit)
- Provide quality assurance for features being implemented by the Development team
- Additional duties, as assigned

## **Position Requirements**

Requirements/Qualifications include:

- Bachelor's degree in Computer Science or equivalent work experience
- 1+ years of professional experience as a Web Developer / Software Engineer
- Proficiency with web development in PHP (preferred) or similar scripting language (Ruby, Python, etc.)
- Experience with testing techniques, frameworks and tools is a plus
- Excels at independent problem solving, bug hunting, and root cause analysis
- Excellent communication skills, comfortable working directly with non-technical colleagues
- A strong work ethic and self-motivated, with a desire to contribute and always be improving

#LI-DNI