



Camco Technologies – Software Engineer Expert (Support 3rd Line)

Position

As an expert software engineer, you will provide **expert-level support** by handling the most complex and technical software issues **at our support department**. You will troubleshoot, diagnose, and resolve deep-rooted software problems, working closely with Camco's software developers to implement fixes and updates.

You are part of our 3rd line support team.

What You'll Do

Your primary responsibility (about 80% of your time) will be analyzing software issues and connecting the dots between log data, system behavior, and code.

More specifically, you will:

- Analyze log files and network-related problems.
- Map your findings to the implemented software.
- Clearly communicate your insights and solutions to both colleagues and customers.

Additional Responsibilities

- Write and review code changes to resolve bugs.
- Roll out patches and updates based on reported issues.
- Serve as the highest escalation point for Tier 2 support, guiding junior engineers through complex problems.
- Collaborate closely with our Tier 4 project software developers.
- Maintain a detailed knowledge base of resolved issues and solutions.

Your profile

- You hold a **Master's degree in Computer Science** or a related ICT field, or a **Bachelor's degree with at least 3 years of relevant experience**.
- You have solid **knowledge of C# or a similar object-oriented language** in a multithreaded environment.
- You are familiar with IP networking and backend applications in Windows Server environments.
- Experience with hardware in networked environments, web technologies, C or C++, or Linux is a plus.
- You thrive on solving complex challenges and aim for user-friendly, high-quality results.
- You are fluent in both Dutch and English.

- You are analytical, structured, communicative, and enjoy working in a results-driven environment.
- You take ownership, are quality-minded, and value flexibility in your work.

Our offer

- A challenging and diverse role in a high-tech, innovative company based in Leuven.
- A passionate team of 25+ support engineers and 2 direct software engineering colleagues who value open communication and teamwork.
- A permanent contract with a **competitive salary package**, including a company car, group and health insurance, meal vouchers, eco vouchers, and daily allowances for travel.
- Flexible working hours and the option to work in a hybrid setup after your initial training period.
- Free soup and fruit at the office, regular team events, and an easily accessible location with on-site parking.
- A workplace that encourages initiative, autonomy, and entrepreneurial thinking.

<https://www.camco.be>