



## 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>