



Professional Services Engineer (PSE) - Munich

ayfie provides market-leading search and text analytics solutions for legal, finance, healthcare, media and compliance that are based on more than 30 years of research and experience in linguistics, computational linguistics and computer science. Using this knowledge, ayfie combines best-in-class search technology with an innovative text analytics engine — powered by AI and machine learning — to deliver efficiency and better insights to businesses in all industries worldwide.

We are looking for skilled Professional Services Engineers who have a computer science background and passion in search, databases and direct customer contact. If you have previously dealt with big data or search solutions based on Elasticsearch or Solr, it is a plus. As a Services Engineer with ayfie, you will work directly with key customers to customize and develop mission critical solutions using ayfie platforms.

We are looking for experience and competence in:

- Installation, configuration and customization of product software
- Testing and verification of software solutions in cooperation with the customer and/or co-workers
- Communication and documentation of bugs and issues to customer support
- Consulting customers on the product's use to ensure that the full business value is realized
- Documentation of customer's software solution
- Interacting professionally with customers – at all times
- Handle technically challenging situations, including effective communication with engineering on complex technical issues
- Demonstrable technical troubleshooting and proven problem-solving skills (logical and critical thinking)
- Cross-team collaboration – ability to communicate effectively and build effective working relationships across a diverse group of people and departments
- Ability to multi-task in a dynamic fast paced environment, with minimal supervision
- Ability to take initiative and work in a fast-paced environment while balancing multiple demands, addressing shifting priorities, and maintaining focus
- Excellent spoken and written German and English
- Self-driven, motivated and out-going



We are using ... — the more of them you know, the better:

- Java, .NET, SQL (MSSQL, Postgresql, Oracle), C sharp, HTML, CSS, Javascript, XML
- Shell scripting with Powershell or Python– at least one is required
- Docker and Kubernetes
- Active Directory
- Windows Server – Services and User Management
- Microsoft products (on-prem, online) – Exchange, Fileserver, Sharepoint etc.
- Search Technology, based on Elasticsearch or Solr, including relevance ranking, indexing, text analytics, etc.
- Common cloud platforms and services (Azure, AWS, etc.)
- Standard computer science concepts, personal computer architecture and networking
- Linux and Windows operating systems
- Database administration and concepts

We provide an exciting work environment where we are striving for balance between:

- Highly diverse demands and a sustainable development pace
- Team activities and room for focus
- Motivating, demanding work and respect for private life
- Freedom and process

The ideal candidate will have an IT-directed Bachelor/Master education from university or college and at least 2 years work experience with enterprise customers. Please send your application to jobs.de@ayfie.com.