

Advance Ticket is a company that offer on-site and online modular and scalable ticketing system since 1992. We develop and maintain softwares as well as integrated hardware with particular emphasis on the aspects of reliability, speed and usability.

Our customers are mainly cinemas and culture houses all over Switzerland, including cultural venues that also organize theater, concerts and open air cinema and events. The company has gradually diversified in the field of food and beverages as well as kiosk and sales of consumable goods and catering, including loyalty cards and inherent members management.

In order to reinforce our team we are looking for a



Client Support Specialist / Developer – Hybrid to Full-Remote (m/w/nb) 40-50%

Your work at Advance Ticket:

- You are in charge of clients support by providing assistance with the application software and hardware
- You provide training to customers and are involved in the quality enhancement of user experience
- You're involved in the software development on small projects that are well scoped and guided by your teammates

Your profile:

- You like to support other people in the journey of finding qualitative solution in a client perspective
- You like to work as part of a team and believe in the benefit of personal responsibility over complex hierarchies
- You have strong skills to work as a remote employee, moreover you appreciate self-learning, self-service, and autonomy
- You recognize yourself in the following soft skills, flexibility, stress resistance, empathy, collaboration, kindness and dependability
- You're fluent in English and have full professional capacity in one of the other national languages (fr/de/it)
- You have experience with (or interest in) some or all of the following (or similar): HTML5 - CSS3 - Javascript - React - Git - UX

What you can expect:

- Gender treatment equality based on a transparent and participatory salary system
- State-of-the-art open source collaboration tools (internal chat, internal wiki, support platform, issue management, etc.)
- A rich documentation platform (wiki) that will constantly evolve also thanks to your contribution
- Continuing professional development & conference budget freely manageable
- SBB General Abonnement or travels in train
- Professional phone number with unlimited data over 4G
- Employee ergonomics/gadget budget (e.g. ergonomic chair, custom IDE software licence, etc.)
- Free choice of hardware
- 40-hour working week
- Fair and transparent pay with a very low wage ratio of ~3
- 60k-85k CHF/year for a full time employment equivalent

The Application Process:

- Record a short video in your preferred language containing your motivation to join the enterprise
- We'll review your application and provide you with feedback within 2 weeks also in form of a personalized video to present the enterprise and the future environment of work
- First remote interview conducted with a future team member (1 to 1.5 hours)
- Second in-person (or remote) interview where you'll meet other team members you will be working with
- Potential further conversations to clarify specific topics and knowledge
- Salary offer
- Sign contract

For questions and further information, please contact Matthieu Borgognon (matthieu.borgognon@advance-ticket.ch, +41 78 251 8830). Please send your electronic application with the usual documents to Sylvaine Torche (buro@advance-ticket.ch).