NONIUS™
HOSPITALITY TECHNOLOGY

REF: MPS2201

JOB POSITION: Mobile App Dev Ops Junior Engineer

LOCATION: Maia

About Nonius

16 years of experience in hospitality technology

Nonius provides hospitality technology to more than 330,000 rooms worldwide – in Hotels of the most renowned international chains and several of the most emblematic and recognized independent hotels.

With 11 subsidiaries in EMEA and the Americas and an extensive service partners network, Nonius is equipped to serve global hotel groups, local chains and independent hotels.

We also bring hospitality to other markets such as Outdoor, Apartments, Co-living, Healthcare, Maritime and other Sport and Leisure facilities.

Job description/specification

We are looking for a Mobile App Support Technician to be part of our B-Guest/GuestU team, Nonius's Business Unit dedicated to Mobile Apps for Hotels. It's a great opportunity to grow together with a Mobile app and emerge yourself in the ever growing field of technology for Hotels.

Responsibilities/Tasks

- Review the integration of 3rd party integrations with our systems for new clients (PMS, Mobile Keys, TV systems, IPBX…)
- Handle technical communication and test sessions with Clients and 3rd party Vendors (PMS, Door lock, etc) to successfully deploy the APP functionalities
- Tier 2 Application Support: resolve support tickets created by the Customer Success Team.
- Work closely with the Software Development and Tier 3 team in order to solve malfunctioning connections and errors.
- Execute and create new SQL queries for Analytics purposes.
- Extract and verify analytics reports (Google Analytics, SQL data…) both for internal and external clients.

HEADQUARTERS
Porto, Portugal

NONIUS SPAIN
Madrid, Spain

NONIUS EUROPE
Almere, The Netherlands

NONIUS LATAM
São Paulo, Brazil

NONIUS MEXICO
Cancun, Mexico

NONIUS USA
Columbia,MD, USA

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What we require from you

- We are looking for smart, good spirit, and talented people!
- Degree in Information Technology, Networking, IT Engineering, Computer Science or relevant areas;
- Entry level SQL knowledge
- Entry level HTML and JSON knowledge
- Fluent in Portuguese and English (spoken and written);
- Ability to work under pressure to achieve goals in a reactive environment;
- Empathy towards helping customers and ability to manage the customer expectations;
- Resourceful, detail-oriented and highly organized;
- Ability to be autodidact when needed.

We will also value the following:

- Experience with Ticketing systems.
- Experience with customer service;
- Spanish - spoken and written;
- Previous experience in hospitality/ technology companies (specially PMS companies);
- Previous experience in Tier 2 support positions.

What we offer

- An exciting role on an established company that has been growing sustainable year on year;
- Great working environment and to be part of a young and vibrant that works closely with the clients;
- Great Office environment with fully equipped, fully prepared to keep social distancing, staff kitchen, free beverages (coffee, tea, …).

Please send your resume to jobs@noniussoftware.com with reference MPS2201.