

Welcome to **NEURA Robotics**, the innovator of the robotics world. Our goal is to equip collaborative robots with groundbreaking cognitive capabilities to enable safe and intuitive collaboration with humans. Under the leadership of founder David Reger, we have spent the first years of **NEURA Robotics** laying the foundations for humans and robots to work hand in hand.

**"We serve humanity"** is not just a motto, but our mission. Become part of our ambitious, international company and shape the future of robotics with us.

Welcome to **NEURA Robotics** - where innovation meets team spirit.

## Your mission & challenges

We are looking for a technically skilled and customer-focused individual to join our team as Software Support – Robotics Engineer. This role involves working with cross-functional teams, managing support tickets, and contributing to product stability and support process improvements.

- Provide Level 2 technical support for deployed software, including investigation and resolution of bugs, performance issues, and configuration problems.
- Reproduce, document, and escalate complex issues to development teams, providing detailed logs and technical context.
- Manage and track support tickets using internal tools (e.g., Jira, Confluence) while ensuring adherence to SLA timelines.

- Collaborate with testing and QA teams to verify bug fixes and validate software releases.
- Support software updates, deployment procedures, and customer onboarding activities.
- Create and maintain technical documentation, including troubleshooting guides, FAQs, and known issue repositories.
- Communicate effectively with cross-functional teams to help resolve systemic or recurring issues.
- Actively participate in bug triage meetings and contribute to continuous improvement of support processes.

## **What we can look forward to**

- Strong working knowledge of Linux systems and associated debugging tools.
- Proficient in scripting languages such as Python and Bash.
- Proficiency in C++.
- Familiarity with industrial communication protocols like Modbus, OPC UA, and Ethernet/IP.
- Hands-on experience with tools like Git, Jira, and Confluence for version control and ticket tracking.
- Basic understanding of Docker or other container technologies, including log management.
- Excellent analytical, troubleshooting, and problem-solving abilities.
- Strong written and verbal communication skills, with the ability to explain technical details clearly.
- Experience with implementation of unit testing across different software stacks, including control, GUI, and drives.
- Familiarity with interfacing to automatic testing systems and implementation of testing scenarios.
- Experience in robotics, automation, or embedded systems.
- Knowledge of CI/CD pipelines and automated test frameworks.
- Understanding of networking concepts and remote access tools (e.g., SSH, VPN).

## **What you can look forward to**

- Become part of an agile company, actively shape topics and benefit from flat hierarchies in a highly motivated team
- Enjoy an attractive salary, flexible working hours and 30 days of vacation
- The freedom to contribute your own ideas and drive them forward

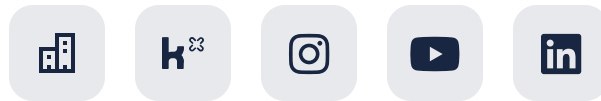
- Celebrate successes together with company events
- Take advantage of our corporate benefits program
- And even more fun with great colleagues

[Apply](#)

**We are looking forward to meeting you and shaping the future of robotics together. Are you in?**

Couldn't find a suitable position? Please send us an unsolicited application.

We are always looking for passionate tech enthusiasts to help us revolutionize the world of robotics!



**NEURA**  
ROBOTICS