

JOB OFFER

Advisor, Software Technical Support

Objectif Lune is seeking for an advisor to add to its software technical support team in Ede, The Netherlands. If you have a passion for providing superb Technical Support as well as great customer service and you wish to work in a technologically challenging and dynamic but yet stimulating environment, then this position may be for you.

Key responsibilities

- Provide all levels of technical assistance to the users of Objectif Lune's software and solutions by telephone, by email, system portal and through forums.
- Perform all tasks required to provide impeccable customer service.
- Replicate issues encountered by users for analysis.
- Identify technical problems, propose potential solutions, implement them with users and document interventions.
- Inform users of best practices and transfer know-how on the optimal use of Objectif Lune's software.
- Manage time and priorities according to the service standards.
- Participate in the FAQ development.
- Participate in training sessions.

Education and experience

- University degree in Computer science or equivalent relevant experience
- 1 year of experience in software technical support

Technical Requirements

- Good knowledge of Web technologies (ex: HTML, CSS, PHP, jQuery)
- Good knowledge of JavaScript
- Basic knowledge of programming
- Good understanding of networking and Windows OS
- Knowledge of document composition

Profile

- Dutch speaking
- Excellent command of German (oral and written)
- Good command of English
- Proactive attitude: the customer is always our priority!
- Ability to identify and analyze the needs
- Strong analytical skills and logic
- Autonomy and initiative in troubleshooting and problem solving
- Ability to handle multiple tasks simultaneously
- Good sense of priority and urgency
- Ability to summarize and document
- Great adaptability and desire to learn continuously
- Good communication and interpersonal skills
- Desire and ability for team work

Location and work schedule

- Ede, The Netherlands
- Fulltime
- Flexible hours
- Potential short trips
- Possible standby after office hours

Compensation

- Based on salary scales
- Wide range of social benefits

You would like to apply?

Please visit <https://objmtl.bamboohr.co.uk/jobs/view.php?id=22>