

JOB OFFER

Advisor, Software Technical Support

To lighten the text, the masculine prevails but is used without regard to gender.

Objectif Lune is seeking for an advisor to add to its software technical support team in Manchester, UK. 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 English (oral and written) (German is an asset)
- 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=21>