

TECHNICAL SOFTWARE SUPPORT ADVISOR

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

Objectif Lune is seeking for a **Software Support 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? You like puzzles and enjoy getting out of your comfort zone? You do not want to fall into the routine and want to carry out a wide variety of projects that require you to learn continuously? This job may be for you!

YOUR TECHNICAL PROFILE

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

YOUR 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.

YOUR PROFILE

- We work in Dutch but most of the communications with our national and international customers are in English. Therefore, you are fluent in English. Dutch is an asset, but not required.
- Excellent command of French (oral and written)
- 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 teamwork

YOUR EDUCATION AND EXPERIENCE

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

LOCATION AND WORK SCHEDULE

- Ede, The Netherlands

- Flexible hours
- Potential of short trips

INTERESTED?

Visit <https://objmtl.bamboohr.com/jobs/view.php?id=69>

NOTICE

This description offers an overview of the key responsibilities and qualifications required for the position. This is not meant to be an exhaustive description of all the activities that the employee would be required to carry out, or of all the qualifications that could be required, either at the present time or in the future.

CONFIDENTIAL INFORMATION

The employee may have access to confidential information that belongs to Objectif Lune, its affiliates, its clients or to third parties

PHYSICAL REQUIREMENTS

- Long periods of work in a sitting position, with extensive use of a computer.
- Requires visual and auditory concentration.