

Astrata Europe TalentLinc

We are looking for Technical Support Specialist (German/Dutch speaker) (M/F), 40 hrs.

Astrata Europe: We are the European leader of innovative telematics services. We deliver our services to your local plumber, international transport companies and multinational shipping companies. Want to know what they have in common?

Our culture: We are a diverse team, highly skilled and experienced, working in an innovative and ambitious environment. Our open working environment encourages collaborative working across teams and ensures information flows around the business. Be open to cooperating with colleagues from all over the globe and thrive in an inspirational environment. Like to join our mix to create innovative solutions?

Your challenge: Add your value to a company where the impact of your work is visible to you, your colleagues and our customers. Work in a closely-knit team where you will be challenged to be proactive, be creative and be responsible. Can you deliver the goods?

Your successes:

- 1st level End to End product troubleshooting and product support,
- Accurate and timely data input into the CRM system. Documents all issues and interactions, troubleshooting steps and resolutions provided,
- Appropriate follow up, keeps the customer informed, provides status when problem identified,
- Work with cross functional teams such as Account Managers and IT to resolve customer issues,
- Perform Stand by duty (when fully trained, to ensure 24/7 Hotline service).

Your skills and experience:

- Bachelor working and thinking level, acquired by education or work experience,
- Work experience in a technical support environment,
- Strong troubleshooting, creating solutions effectively and efficiently,
- Strong communication skills,
- Fluent in German, Dutch and English (verbal and written),
- Excellent organizational skills, ability to multi-task, accurate worker,
- Flexible and independent worker and team player.

Your competencies:

Initiative, results oriented, communication, team work, client focus, accountability, innovation, creative thinking, quality focus, continuous learning.

Our offer:

- Be part of a motivated team,
- Work with great technology,
- Extensive training.

Remuneration: Salary will be based on knowledge and skills.

Application:

Do you want to get connected to Astrata Europe B.V.? Please send your application to Loek Charpentier, HR Manager, (lcharpentier@astrata.eu) and include your motivation for this position and your CV.

Acquisition or solicitation by recruitment agencies is not desired.