

Software Support Consultant

Company: Captor
Department: Captor Customer Care Center (4C)
Location: Research Park Zellik (1731 Asse - Belgium)
Website: www.captorgroup.com

Who are we?

Captor is a leading European provider of **Workforce Management solutions** to the mid-market.

As a **Microsoft Gold Certified Partner (ISV Solutions)**, Captor develops on Microsoft platform and counts today more than 3.000 customers using its products.

With **Efficient People Solutions**, Captor addresses the areas of **time & attendance, planning, access control, process automation, HR and workforce management** by offering a global solution including several modular software components, hardware terminals and related services.

Captor has customers in many vertical markets including Manufacturing, Retail, Logistics, Distribution, Services, Healthcare, National & Local Government and Utilities.

Founded almost 20 years ago, Captor is active in Europe through 100% owned subsidiaries (France, Belgium, Netherlands, UK and Germany) and worldwide through a network of partners.

Our mission consists of creating innovative solutions to enable organizations to be more competitive in coping with current and future challenges in automation and optimization of workforce management processes.

What are we looking for?

General: You will be part of a team in charge of our Customer Care Policy in handling a series of activities supporting our customers (Belgium, the Netherlands and UK) and subsidiaries.

Handle first level support: Part of a team of 7 people, you will handle first level support requests from customers on installed and supported products and projects according to the terms of their maintenance contract, with the exclusion of onsite interventions handled by local technical people.

Handle second level support: Help our partners and affiliates to solve their problems, handle their information requests and process their feature requests in a timely fashion by handling incoming calls and emails, logging and rerouting as required. Onsite interventions are sometimes needed for more complex troubleshooting.

Knowledge base: Develop, communicate and distribute knowledge via a knowledge base and information / coaching sessions.

Work Environment: You will work closely with developers and the product management cell.



Who are you?

Ideally you have following background or expertise:

You are a team player, who participates actively in solving issues with and for others. You have an agreeable and enthusiastic personality and you can muster the flexibility to work in an international and multi-cultural environment. You are deeply customer and service-oriented. Serving customers, partners and colleagues according to service level agreements is your thing.

You are a well organized person and you get things done. You are a real trouble-shooter. You possess a sense of urgency, and a feeling for setting priorities and correctly balancing your time in solving issues of various kinds and origins.

You are a good communicator and you know how to share your ideas with your co-workers. You like to work with people, you use the available resources but you still strive for self-reliance.

You are definitely bi-lingual and preferably tri-lingual (English + Dutch or French).

You will report directly to the Customer Care Centre Team Leader, and you will collaborate with the Product Development and Product Management cells.

Once started with us, you will have an exhaustive training on our products, both from the point of view of a user and of a support person.

A previous experience in a similar function within the software industry is an asset. You know how to handle the workload, including the occasional peaks.

Prior experience in hardware troubleshooting based on clear procedures and spare parts (isolation, connectivity issues) will be an asset as well. This however represents only a very small percentage of the attribution.

Other required Skills & Competencies

- Industrial Engineer or University Degree, subject to background check.
- Strong analytical and problem solving skills.
- Conceptual understanding of relational databases.
- Fully proficient in Microsoft Office, especially Word and Excel.
- Strong knowledge about Microsoft Server related technology, including IIS and MS SQL.

What do we offer? The proposed remuneration package consists of:

- Gross salary
- Meal vouchers
- Pension & Hospitalization insurance
- Company car

Interested?

Send you CV with motivation letter to:

Pierre Van der Steichel
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