

CUSTOMER SUPPORT ENGINEER (M/W)

Location: Lyon - Villeurbanne (Rhône)

Type of contract: Permanent

Reference: ISC#2_MAG_1007

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Job description

Reporting to the customer support manager, you will have independent responsibility for supporting – assistance and maintenance – customers. Your involvement will be in accordance with the procedures and standards of quality and response established by MAGELLAN.

In this context, your main responsibilities will be:

- *first level customer support by telephone and extranet.*
- *the analysis of requests.*
- *the implementation of corrective solutions and patches.*
- *Compliance with procedures.*
- *Use and operating support.*
- *Keeping our customer files up to date.*

You will also be responsible for:

- *Training our customers.*
- *Installing our software solutions at customers' premises (on-site or remotely).*

You may even be called on to carry out additional work (installing servers, integration, acceptance assistance and accreditation ...).

Regular travel in France and foreign countries is foreseen.

Profile

You are competent in the LINUX / AIX, Sybase, Oracle, ... environments.

You have initial experience (a minimum of 2 years) in the software package field and ideally you have carried out tasks that are similar to those involved in this post. Knowledge of electronic money is a plus factor.

You speak English to conversational level, you can express yourself and understand it easily.

In addition to these technical skills, you will above all be an ambassador for the company to customers and in this context you will have a major role to play at the relationship level. We are looking for a dynamic person who is responsive and endowed with a real sense of customer service.

SEND US YOUR CV AND COVERING LETTER in pdf format by email to the following address: drh@magellan-online.com

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