

We are growing. Are you?



Ogone is looking for a **TECHNICAL SUPPORT ENGINEER 1ST LINE** m/f for our Brussels HQ

YOUR JOB


Reporting to the Team Leader Technical Support, your main responsibility is to take care of all incoming 1st line technical support demands coming from our customers (merchants) and partners in Belgium and The Netherlands. Beside that you will - depending on your languages skills - act as a backup for your colleagues within the Customer Care Technical Support team for the other countries where Ogone is active.

The job positioning is based in Brussels.

After an internal training period about our service offers & technical solutions, you will be an expert in Ogone products and services. This will allow you to perform the following tasks:

- ➔ Treat all inbound 1st line technical support requests (phone, e-mail, ticket)
 - Assist new customers with setting up test accounts in our free trial environment and provide high quality support
 - Support customers in their transition to the production environment to ensure a smooth start-up of their online payment activities
 - Ensure the continuity of our customers business by responding quickly and taking the correct measurements on day-to-day questions on the services provided by Ogone
 - Escalate appropriate support requests to a 2nd or 3rd line support level.
- ➔ Act as a backup for the operational and administrative support colleagues for all countries in which Ogone is active

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- Pro-active screening of the support mailbox and ticketing system and take appropriate action.
 - Use the offered support tools (software, FAQ, activity logging, etc.) in the most optimal way and report update requirements where necessary
 - Active collaboration in project work and work to a plan
 - Close interaction with other departments (Sales, Marketing, Development, etc.)

YOUR QUALITIES

For this challenging function, we need a talented individual with both good analytical and support skills:

- Higher education level is a must with 1-2 year(s) experience in a similar position
- Dutch with excellent speaking and writing skills. Good knowledge (spoken & written) of French, German or Italian is an asset. English is the company language.
- Reliability, sense of responsibilities, commitment to results
- Very good relational and communication skills (writing and via phone), showing ability to work in a co-operative and flexible way
- Clear drive for result
- Reliable, show initiative and take responsibility
- Ability to learn new ideas and concepts in Internet technologies, e-commerce, etc. and respond flexibly to challenges
- Display a disciplined and positive approach, persevering when faced with obstacles. Be self-motivated and show initiative and commitment. Take responsibility and ownership for actions
- Collaborate with others to achieve a common goal, be supportive and flexible and show empathy and understanding. Be able to influence and persuade others and be able to give and receive constructive feedback.
- Clear focus on the Ogone core competencies: excellence, client focus, maturity, team spirit and agility

WHY OZONE?

You work for a fast-growing major player in electronic payments and have responsibilities that challenge your skills. You handle complex products at international level every day. In our open corporate culture you receive regular feedback and have freedom to achieve your goals and further your career.

Your performance and experience attract a competitive salary with benefits.

WHO WE ARE

At Ogone we develop electronic payment solutions for e-commerce and a host of other sectors. We work for small and large companies in more than 35 countries. We have offices in Belgium, the Netherlands, France, Germany, Switzerland, Austria and the United Kingdom.

COME AND GROW WITH US

Interested in a career in e-commerce? Don't hesitate, apply now.

Send your motivation letter and CV to Ogone, HR Recruitment: hr@ogone.com
Ogone, Tervurenlaan 270, 1150 Brussels

