

## 2 Support Engineer

Vaste Job - Online sinds 18 sep. 2018 - gewijzigd sinds 24 september

### Functieomschrijving

A Support Engineer aims to reduce our customer's pending requests. You will take ownership of the problems assigned to you and must be determined to find solutions.

You are responsible for addressing customer requests which concern advanced problems. Your strong technical knowledge and analytical skills will enable you to identify and solve problems efficiently in customer environments. You will have the opportunity to implement solutions yourself. You are not in it alone; you can always count on the support of experienced colleagues and you will work in close collaboration with the implementation consultants responsible for customer projects.

Questions and problems related to the standard functions of the software will be handled by your colleagues in the area of first line support. They will make an accurate estimate as to the importance, urgency and difficulty of the support request.

You're motivated by happy customers and a job well done.

### Profiel

As a Support Engineer you must have a master's degree or similar in experience, with a solid IT background.

A basic knowledge of SQL on Oracle or SQL server databases is required. You must be able to respond to advanced technical problems. You should be eager to learn, have strong analytical capacities and be a passionate problem-solver.

Several years of experience within a support/helpdesk environment for software applications, and therefore an understanding of Service Level Agreements, ticket tracing systems, etc. is recommended. You benefit from having experience with production planning, Supply chain planning, APS.

You like working in a dynamic environment, you are not afraid of multitasking and you are immune to stress.

As you will have profound contact with clients, you are an active listener and a good communicator. You have an excellent command of English and will definitely benefit from additional language knowledge (Dutch, French, German or Spanish).

### Aanbod

OM Partners is a software and consulting company focused on Supply Chain Planning. As a company we have but one mission: to optimize our customer's supply chain. We pride ourselves on developing innovative Advanced Planning Systems (APS) that meet and exceed expectations. Our customer base includes leading companies in different industries, such as ArcelorMittal, BASF, Dow, Johnson & Johnson, Michelin, Shaw, Procter & Gamble and Smurfit Kappa.

2-10-2018 Support Engineer - WOMMELGEM

<https://www.vdab.be/vindeenjob/vacatures/58347235/support-engineer-2/2>

We are a growing international company with lots of opportunities for our people. We work from our offices in Belgium, the Netherlands, France, Germany, UK, USA, China, Brazil, Ukraine, UAE and India. Respect, team spirit and creativity are the cornerstones of our working culture.

You will get an attractive salary package.

Are you the right person for the challenge?

## Plaats tewerkstelling

OM PARTNERS

Koralenhoeve 23 2160 WOMMELGEM Toon op kaart

## Vereiste studies

Master (MA)

## Talenkennis

Engels (zeer goed)

## Werkervaring

Geen ervaring

## Contract

Vaste Job

Contract van onbepaalde duur Voltijds Plaats tewerkstelling Koralenhoeve 23 2160 WOMMELGEM