

SOFTWARE SUPPORT TECHNICIAN

COMPANY

Arioflow Innovation is a software publisher for the business and mobility world, expert in nomadic business process optimization. Our clientele is international. We market a range of products to respond to issues as varied as expertise, inspection, security, maintenance, services to communities, etc ...

We are a team mobilized around innovative and powerful solutions (digital tablets, smartphone, cloud computing ...).

MISSIONS

- Support customer calls and assist them remotely in the use or configuration of our solution and in the resolution of problems encountered.
- Track open incident tickets by forwarding resolution to the internal development teams.
- Participate in the optimization of processes, the identification of recurring issues, to contribute to the improvement of the quality of service.
- Participation in on-site or remote training of users,
- Involvement in the tests with the whole team and validation of the good functioning of the new applications.
- Write user media

CONDITIONS

Contract : permanent contract / sandwich course

Location : Nantes

Date : as soon as possible

PROFILE

- You have a good relationship and a fluid communication, which allows you to establish a relationship of trust in any pedagogy with users. Organized (e), rigorous and curious, you have at heart to solve the problems met with efficiency and professionalism. You are passionate about customer relations and have a good team spirit and solidarity.
- You speak English

SKILLS

- Usage and configuration of Android and iOS smartphones and tablets
- Basics and scripting
- Training experience
- The knowledge of the world of inspection would be one more
- Editorial and relational qualities

TO APPLY

Send your CV and your cover letter
jobs@arioflow-innovation.com