



AGILE WORKFORCE SOLUTIONS

## Hiring a : **A SUPPORT SPECIALIST**

### Context and Missions

The Support Specialist is in charge of analyzing, processing and monitoring our customer requirements to guarantee their satisfaction and compliance, aligned with their contractual terms. He/she is also supporting the consulting teams in their various support missions.

#### He/She is in daily contact with:

- The Customer Support Director, to whom he reports, as well as the Support Coordinator.
- Level 1 Customer Support
- Level 3 Customer Support

#### He/She is in occasional contact with :

- DIRECTSKILLS project managers for customer meeting preparation or customer data analysis.
- DIRECTSKILLS Product development team when dealing with operation issues or incidents reported via the customer support tool.

### Activities

#### Key missions of the Support Specialist :

- Take charge of the customer support tickets, qualifying, processing and, if necessary, transmitting them to the relevant services.
- Respond within contractual deadlines to all functional requests coming from customers (usage and configuration of the application).
- Diagnosis of incidents and malfunctions described by users, identifying them, reproducing them and ensuring their transmission to the technical team.
- Manage end to end assigned customer questions and requests.
- Make outgoing calls if required.
- Contribute to the quality of the service by ensuring high level of customer satisfaction within contractual timelines, applying standard procedures and investing his best personal technical knowledge.
- Anticipate any incident risk implementing the escalation process when required.
- Validate product improvements developed by the technical support team.
- Enrich technical customer documentation.
- Perform parameterization in production (only as part of functional administration)
- Participate in the improvement of support and tools for managing incidents and malfunctions.
- Collaborate with other functional support managers.

## Education / experience Level / Salary

Bachelor Level + 2/3 years technical studies (equivalent of French BTS or DUT level)

- At least 2 years work experience in an ESN Customer support Role with a software or technical consultant company background.

## Required Skillsets

### Required Skills at the time of hiring:

- Excellent level of French, both written and verbal.
- Excellent communication : clarity and conciseness of explanations given to customers
- Punctuality, management of priorities and stress.
- Rigor and organization.
- Autonomy, adaptability and self questioning

### Skills mastered at the time of hiring or acquired later:

- Knowledge of temporary work market environment.
- Administration and use of Directskills software.
- Understanding of DIRECTSKILLS Support Process (Level 1 to 3 Support)
- Company tools: Ticket management, Knowledge sharing (Sharepoint, Confluence) ...

## Our focus on Customer Service

DIRECTSKILLS Customer Service is supporting our customers , from the initial deployment and in their daily usage of our solution. Each team member is accountable for the full customer satisfaction in respect of the contractual terms.

To achieve this, the team relies on the sum of the individual knowledge of its members (deployment project managers, consultants, customer park project managers, support managers...) as well as the personal skills (appetite for funtional support and technical expertise and relationship building). Team work and collective intelligence are not just buzzwords, noone will be left unsupported.

By joining the Customer Service team of DIRECTSKILLS, you are carrying common customer satisfaction objectives and are committing to improve internal processes and tools, internal governance and willing to contribute to transversal projects. It's not on top, but fully part of the job expectation.

We are open for remote working but looking forward to be able to meet again in the office when the sanitary conditions will allow it.

**Commenté [NY1]:** Non présent dans les précédentes annonces, est-ce une volonté de l'y ajouter dans les nouvelles ?  
Si nécessaire, à affiner lorsque nous construirons la grille d'entretien

### Our key Assets:

- ✓ A company with impressive track record of growth, allowing each employee to develop and grow both personally and collectively.
- ✓ Modern co-working facilities in the center of Paris.
- ✓ Up to 3 days remote working possible per week.
- ✓ A collaborative and people focused management with a good balance of autonomy and guidance, empowering all employees to organize their daily work and shape the company of today and tomorrow.
- ✓ An HR policy focusing on employees' well being and development.
- ✓ An open and transparent communication from the management team
- ✓ An informal and lean work environment
- ✓ A compelling salary package including : fixed salary, bonus, lunch vouchers, healthcare coverage, life insurance, free and seniority vacation days.
- ✓ A personalized onboarding and competency improvement plan

### And what about you now ?

If you are considering that each customer is unique and that an intimate understanding of its objectives and requirements is paramount to your success, come and join us !

We are looking for ambitious and motivated talents willing to express their full potential.

DIRECTSKILLS combines idea sharing and collective intelligence to perform as one team

*"Alone we go faster, together we go further"*

To apply to this role, please submit your Resumee and a cover letter at :

[recrutement@directskills.com](mailto:recrutement@directskills.com)