

On behalf of our client, a software vendor specialized in energy information systems, we are looking for an enthusiastic

INTERNATIONAL CUSTOMER CARE TECHNICIAN

Company: **QOS Energy**

Job location: **Nantes, France**

COMPANY DESCRIPTION

Through offices in France, Germany, United-Kingdom and USA, **QOS Energy** develops and markets Quantum[®], a web based energy management platform (renewable energy, smart buildings, smart grids).

In 2015, Quantum[®] enables professionals to optimize the operational performance of more than 2500 sites worldwide, including 1 GW of renewable plant capacity. Quantum[®] includes a wide range of functionalities such as performance analysis, maintenance management (CMMS), workflow management, automated alerts or custom reports. Quantum[®] aggregates daily over 60 million measurements on more than 600.000 sensors.

KEY AREAS OF RESPONSABILITY

Customer support:

- Manage customers enquiries regarding software and projects issues
- Ensure the highest levels of customer satisfaction
- Manage performance indicators
- Help to implement and improve customer support procedures

Pre-sales engineering support:

- Assist projects / sales manager on pre-sales stages
- Edit technical memos / case studies / show cases
- Pre-sales support on the software, hardware, and project feasibility issues
- Edit technical memos **Product acceptance:**
- Internal tests & acceptance of product releases
- Validation before commercial release
- Production of customer assistance documents for new features

Hardware staging & project integration:

- Hardware ordering by project, delivery acceptance
- Hardware configuration and staging



- Hardware delivery to customer
- Support to hardware field rollout
- Hardware return and warranty (RMA)

Training (occasionally):

- Contribution to customer training sessions
- Production of specific templates or contents for customer training sessions

Others:

- Online help portal: contribution on the online help portal (multi-lingual)

PROFILE & REQUIRED EXPERIENCE

- Engineering school / Fachhochschule
- IT background and interest
- Ideally renewables market experience, 2-3 years technical experience
- Language:
 - Bilingual: German/French – good level in English appreciated
 - Or
 - Bilingual: English/French – good level in German appreciated
- Practical, proactive, solution provider, excellent communication skills
- Analytical rigor, precision, curiosity
- General technical knowledge of renewables market
- Customer facing experience appreciated

Contract: Permanent

⇒ Should you be interested in this position, please contact us using the details below:



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