IT Telephony Support Engineer

ALLOcloud (www.allocloud.com) is a leading Cloud-based Telephony and Collaboration service provider headquartered in Belgium. We are part of the Telavox Group (www.telavox.com), UCaaS (Unified Communications as a Service) leader in the Nordics, the world's most advanced region for Cloud Communications.

Location: Saintes, Belgium (West of Brussels, near Halle)

Home working: up to 3 days per week is possible

Reporting: This position reports to the Technical Director

Job description:

- Provide technical support on our platforms & terminals (by phone, ticketing & email)
- Give technical trainings/webinars to our partners & end-customers
- Participate in installations & migrations
- Testing of new products & features
- Troubleshooting & bug fixing
- Maintain technical documentation and training material

Required expertise:

- Broad all-round IT knowledge
- Support & customer oriented
- VoIP / IP telephony / UC
- Networking (switches, routers & firewalls)

Languages:

- Business Dutch and French
- Technical English

Package:

- Salary to be negotiated
- Company car with fuel card
- Smartphone & SIM card
- Meal vouchers
- DKV hospitalization insurance

Please send CV to: rens@allocloud.com

ALLOcloud, a Telavox Company
Av. Champagne 3
1480 Saintes
Belgium

www.allocloud.com
Tel: +32 2 880 72 40
BE0821.802.905