



TOBA - Customer Support Engineer

TOBA HR... Say what?

TOBA is a Belgian company that offers intelligent and intuitive software solutions for workforce planning, where we ensure optimal resource utilization, seamlessly combined with employee satisfaction and well-being, and a smooth flow of payroll data to the payroll administration.

We are "a solid partner for flexible solutions". Our mission is to be a reliable partner who thinks along with our customers and who tailors their software flexibly such that it works for them. We do this with a team of dedicated professionals who care for each other and for our customers.

TOBA consists of a very close team of +/- 50 employees in which cooperation is the key to our success. To complete our dream team, we are looking for a **Customer Support Engineer**.

What's the job?

Once a project has been completed, you will be responsible for providing full customer support:

- You will be the first point of contact for adjustments, suggestions and problems (because nobody's perfect) within our application.
- In a team of 3, you will start the working day with an overview of the to do's, incoming tickets, etc. so that everyone knows what to expect.
- You will receive questions from customers via Jira or by telephone, these must be followed up correctly:
 - You will learn how this happens during your training in scents and colors.
 - No two questions will be the same, so you are open to the challenge of always finding the answer → qualities such as creativity, problem solving, out-of-the-box thinking are more than welcome.

As you can read, you will be challenged in this job. But the team of consultants and developers are ready to help you at any time and of course vice versa. As in any job, there will also be an administrative side, and good and timely follow-up is important.

You will never be alone to solve a question, in addition to fellow consultants who are armed with a lot of functional knowledge, the development team is also always available to view and solve the more complex questions together.

Who are you?

Of course there are a number of musts for this job. Even more important than the list below is your desire and drive to go for it together!

- You are someone who thinks in solutions and always looks for the most efficient way.
- Helping customers both by telephone and in writing is second nature to you.
- You are an initiator and like to think along.
- You have an excellent knowledge of French and a good knowledge of Dutch.

What's in it for you?

We offer you a salary package with a gross salary tailored to your experience with great extra-legal benefits such as a company car with fuel or charging card, a fixed (net) allowance, smartphone with subscription, hospitalization and group insurance, meal vouchers, home office after training period, an extra day of leave for your birthday and an end-of-year bonus.

You get the opportunity to be part of and play an important role in a company in full growth. We offer a stimulating working environment in which you can develop your skills and where there is room for personal growth.

We provide coffee during an introductory meeting, so that we can convince each other.

We look forward to meeting you!

<https://www.tobahrsolutions.be/>