



In just over a quarter century, NETIA software has become essential in dozens of major national and international radio stations for thousands of producers, journalists, directors, programmers and technicians by providing simple, high-quality processes that facilitate and streamline the production, management, and distribution of programs to millions of demanding listeners, both on air and online.

ROLE

As a **Software Support Analyst**, you ensure the reception of NETIA customers who report difficulties using NETIA software. You provide immediate assistance to help them work around or overcome these issues. You organize the establishment of a complete diagnosis and get the appropriate resources mobilized to establish a lasting solution and document it, then accompany its deployment by the customers and ensure that it fully satisfies the users.

You intervene on technical fields (e.g. configurations, systems & networks, etc.) as well as software use topics.

MANAGEMENT / INTERACTIONS / CONTEXT

You are part of the Customer team and report to the Customer Experience Pilot.

You work independently, in collaboration with members of the Production squads, and more specifically with the Test Specialists.

CORE ACTIVITIES

- Receive and record customer inquiries by phone, mail, Internet or any other means.
- Pre-qualify malfunctions to mobilize additional resources best able to provide a solution.
- Handle incidents that fall directly under your abilities.
- Organize the reproduction of complex incidents to qualify them and facilitate their resolution.
- Ensure the compatibility of software patches with customer use cases in the customer environment, if necessary by collaborating with the customer's technical teams on their validation platform with their acceptance specifications.
- Monitor incident resolutions all the way up to complete users satisfaction, keeping the management tool up to date.
- Manage the incident database: reminders, consolidation, trend analysis, identification of desirable preventive actions, etc.
- Reproduce and maintain specific customer environments: databases, configuration, etc.
- Participate in software testing campaigns.
- Fully inform customers about the key benefits of new releases, taking into account their specificities (e.g. use cases or infrastructure).
- Carry out the delivery of releases requested by customers, ensuring their deployment and the satisfaction of users.
- Alert customers and users when necessary.
- Contribute to the training of users and the writing of documentation.

SKILLS

TECHNICAL

Microsoft Server Environment
Knowledge of corporate networks
MS SQL databases
Technical English
Scripting
Diagnose incidents in a computer environment
Ability to synthesize customers issues

HUMAN

Sense of service and customer relationship
Autonomous
Team spirit
Curiosity
Appetite for challenge
Listening skills
Thoroughness
Ability to empathize
Overall good mood

ORGANISATIONAL

Basics on Agile
Managing priorities
Quality management
Compliance with deadlines
Information sharing
Sense of effectiveness
Teamwork

QUALIFICATION

BAC +2 degree – higher education or schools in computer technologies
Minimum 2 years expérience in IT support
Technical French is a plus.

SALARY

According to experience and expertise