Software Support Engineer

Trustteam, a leading IT managed services provider with 700 employees across five countries, is looking for a motivated Software Support Engineer to strengthen our software team in Kortrijk.

Our software department is a crucial pillar within Trustteam. Here, we develop and optimize Pulse, a fully in-house designed software solution specifically aimed at health and occupational protection services. With Pulse, we continuously strive to provide our clients with the most innovative and efficient solutions.

What does the Support Engineer role entail?

- You assist our clients with incidents and minor changes related to the Pulse software.

- You take responsibility for tracking issues and requests and escalate to developers when necessary.

- You contribute to the creation of documentation and training materials.

- You ensure client follow-up after the implementation of Pulse and identify needs for new features.

- You are co-responsible for testing new releases of the software.

- You think critically about possible improvements to the overall customer experience.

Who are we looking for?

- You hold a Bachelor's or Master's degree in IT, or have equivalent experience.

- Ideally, you have experience in functional support for business software.

- Knowledge of MS SQL Server is a major plus!

- Experience with test scenarios is an advantage. Previous experience in delivering and organizing training is a strong asset.

- You speak fluent French and have a good command of English.

- You enjoy working in a team but are also mature and independent enough to work autonomously.

- You have a proactive mindset and a strong sense of intrapreneurship.

- You are analytical, problem-solving, flexible, and eager to learn.

What we offer

- A stable and challenging role within a growing international company, where you are not just a number.

- Participation in various company activities, including our friendly Friday drinks at our in-house company bar.

- An attractive salary package with numerous extra-legal benefits.

https://www.trustteam.eu