

Junior Customer Service Specialist - Cloud



Wolters
Kluwer

Whether complying with regulatory requirements or managing financial transactions, addressing a single key risk, or working toward a holistic enterprise risk management strategy, Wolters Kluwer Financial Services works with more than 15,000 customers worldwide to help them successfully navigate regulatory complexity, optimize risk and financial performance, and manage data to support critical decisions.

Wolters Kluwer Financial Services provides audit, risk, finance, and compliance solutions that help financial organizations improve efficiency and effectiveness across their enterprise.

Wolters Kluwer Financial Services is part of Wolters Kluwer, a leading global information services and solutions provider with approximately 19,000 employees worldwide.

You will provide a high level of customer satisfaction through the delivery of technical (and functional) support to Wolters Kluwer' customers for our financial management software products hosted in the cloud.

You will be in regular contact with important players in the international banking industry. In this role you are responsible for complex problem-analysis and resolution: you analyze, diagnose, work together with consultants and clients, liaise with internal development teams, recreate and solve reported problems. You will be based in our office in Cluj-Napoca.

Your tasks and responsibilities include:

- Provide a high level of technical support and assistance for our internationally based customers and consultants concerning cloud environments
- Analyse technical questions or reproduce technical problems and provide or develop appropriate solutions related to the SaaS architecture based on the Azure stack.
- Monitor, identify, troubleshoot server and network issues

- Interface with the technical and functional implementation teams which include Application Developers, System Integrators, Database Administrators, System Administrators, Analysts and Consulting professionals
- Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers and solve their issues
- Carry out functional acceptance and integration acceptance tests, performance tuning and benchmarks
- Develop and enhance automation utilities and components to enhance the integration, deployment, flexibility and availability of our solution with customers

Qualifications and Skillset

Education: A Bachelor's or master's degree in Computer Science

Essential:

- Knowledge or experience with Java, C++, Windows, Linux and any other language or OS
- Flexibility of working in a broader time-range with teammates from other time zones
- Ready to work on weekends and on call at night for resolving business critical issues and performing systems upgrades as required
- Fluency in English (written and oral)

Optional :

- Knowledge or interest in Azure or other cloud platforms
- Experience in implementing and maintaining Application Monitoring Tools (i.e. New Relic or Grafana)
- Experience in carrying out functional acceptance and integration acceptance tests
- Experience in developing automation tools, utilities and components to enhance the integration and deployment of our solution with customers
- Experience or interest in cloud performance tuning and security testing
- Experience or interest in application servers like Wildfly or Jboss
 - knowledge or interest in databases (SQL Server and/or Oracle), including knowledge of T-SQL language/scripting
- Functional knowledge (degree in Finance and Accounting)
- Experience as business analyst in risk or regulatory reporting
- Knowledge of other languages (such as German or French)
- Change management experience (balancing stakeholders, managing business changes, ensuring that new program benefits are obtained, monitoring Key Performance Indicators)

Personal skills

- Excellent communicator on all levels

- Hands-on, motivated and committed to success
- Apt to a highly dynamic and international environment

To apply for this position :

https://wk.wd3.myworkdayjobs.com/en-US/External/job/ROU---Cluj-Napoca/Customer-Service-Specialist---Cloud_R0019420-2/apply