

Job description

Wolters Kluwer is a global leader in information services and solutions for professionals in the health, tax and accounting, risk and compliance, finance, and legal sectors.

Founded in 1836 and headquartered in Alphen aan den Rijn, the Netherlands, the company serves customers in over 180 countries, maintains operations in over 40 countries and employs people worldwide.

BASIC FUNCTION

The Customer Service Technical Specialist is responsible for providing support through various service channels: telephone, E-mail, Chat and Web Ticketing. The Customer Service Technical Specialist receives and documents and resolves customer inquiries and problems with the use of Consumer Compliance software products, educates customers on products and services and matches product benefits with customer needs. This position is also responsible for the installation and configuration of Compliance Solutions Client/Server software in a customer's network. This position is directly accountable for the customer's support experience as they contact SupportLine with questions and issues. This position must use the endorsed tools by entering CRM information timely, accurately and completely. Participation in a team environment is heavily relied upon as is the ability to work independently and solve problems with no obvious solution. The Customer Service Technical Specialist must maintain current technical skill sets for the supported environment and knowledge of compliance related regulations as they pertain to the products being supported.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Identifies and handles first level customer inquiries via phone, E-mail, chat and web ticketing.
- Effectively resolves customer problems - determine if the issue is user error or application design or application deficiency.
- Applies customer service policies.
- Educates customer on products and services offered.
- Enters information on customer call in Salesforce timely, accurately and completely.
- Actively participates in meetings
- Must thrive in a fast-paced, self-managing, dynamic environment.
- Understand key business drivers and build knowledge of the company, processes, and customers
- Networking
- Database Administration - MS SQL Server, including knowledge of SQL scripting, jobs, maintenance plans, stored procedures, SQL troubleshooting skills
- Data import/export - Different file formats
- Knowledge of thin client architecture
- Web experience in ASP.NET, AJAX, JSON, Web Services, ASMX, WSDL, HTML/DHTML, CSS.
- Familiarity with XML, MSLT, XSD, SOAP.
- Fluency in English.

OTHER DUTIES

- Supports WKCS (Wolters Kluwer Compliance Solutions) digital products with an understanding of the operational aspects of the software products.
- Maintains a high-level understanding of industry technologies and how WKCS software interacts with them.
- Understands and utilizes internal tools for documentation and record keeping.
- Analyzes and documents customer issues with the goal of resolving during the first contact.
- Works on issues by performing team-based analysis and works with others within group to solve the problem.
- Ability to communicate application and technical issues in a written format.
- Takes an active approach to their ongoing education related to changing technologies and products
- Maintains strong understanding of financial institution banking and business processes.
- Understands Software Development life cycle approaches as utilized by Wolters Kluwer Compliance Solutions
- 24 x 7 Pager Coverage is required for certain products.

JOB QUALIFICATIONS

Education:

- Bachelor's degree in Computer Science or related field or equivalent work-related experience.

Experience:

- 1 - 3 years previous technical customer service experience.
- Understanding of PC and network operating systems.
- Working knowledge or experience with cloud computing platforms such as Azure, Google Cloud, and AWS
- Flexible work hours from 10:00 a.m. to 8:00 p.m.

TRAVEL REQUIREMENTS

- Travel, including overnight stays, is required based on business needs.

OUR OFFER:

- Internal Growth programs: #Grow; Mindfulness and Wellbeing programs (Wellbeats, MyQuillibrium, mind & body webinars)
- Days off based on seniority
- Yearly performance bonus
- Holiday bonuses for Christmas and Easter
- Monthly allowance that can be used for public transport / parking / sport etc
- Referral bonus
- Flexible working schedule
- Corporate health insurance