

Job Posting Details Customer Service Technical Specialist
Job Requisition R0031088 Customer Service Technical Specialist (Open)
Job Family Customer Service - Technical
Start Date 04.11.2022
End Date
Worker Sub-Type Regular
Location ROU-Cluj-Napoca-Blvd 21 Decembrie 1989
Time Type Full time
Locations
Supervisory Organization Supervisory Organization (Radu-Lucian But)

Description

Description

Why Wolters Kluwer?
 Because we are “a great place for great people to do great work”!
 We continuously strive for an inclusive company culture where we attract, develop, and retain high-performing, productive, and diverse talent. We offer broad and deep career paths depending on your aspirations and provide an environment where you can shape your future and thrive.
 When you join the Wolters Kluwer team, you’ll be working for a global company that has deep impact on the success of its customers which affects the lives of millions of people and shapes society for the future. Your work at Wolters Kluwer helps to protect people’s health, prosperity, safety, and legal rights while building better professionals in business. Wolters Kluwer provides an environment where you are a critical part of the changing world, where you’re exposed to critical thinking and the latest technologies.
 Read more about our work [here](#)

Job Description:

As a Customer Service Technical Specialist, you will handle incoming questions, issues, enhancements and/or bugs reported by customers which have been identified within the Wolters Kluwer Financial Service Regulatory Reporting modules. The Customer Service Technical Specialist identifies, troubleshoots, and resolves specific application or product issues, ensuring also that a structural solution or fix for the overall reported problem is provided. First it is required to reproduce the problem on a local environment and once successful, to identify the root cause (eliminating all side events which do not have to do with the real problem).

Responsibilities:

- Requires basic technical knowledge of customer service principles and concepts with a focus on technology practices and systems.
- Works under instruction, guidance and direction from more senior team members.
- Performs routine technical assignments and uses existing procedures to apply to technical concepts to solve standard problems.
- Supports technology related activities of post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services.
- Applies general knowledge of business and industry through education or experience.
- Performs structured work assignments in one or various job assignment(s).
- Responsible for output in specific work area to appropriate time and quality targets.
- Plans and prioritizes own work and meets agreed timelines.
- Documentation: contribute to and maintain the knowledge base

Requirements

- Bachelor’s degree. Students in final years are also eligible;
- Diagnostic and troubleshooting skills
- Scripting skills: the ability to create scripts for diagnostic purposes (using vbscript, SQL);
- Desired programming languages: Java, JavaScript, SQL;
- Database knowledge: SQL (MS SQL Server, Oracle) and RDBMS concepts;
- Tools: Oracle SQL Developer;

- Other technical skills considered as a plus: experience with WebSphere and/or Wildfly, Virtualization basics, MS Excel, Windows operating system knowledge: registry, services, monitoring tools, permissions, etc.
- Fluent in English, both written & spoken, other languages as French or German are a plus;
- A team player with an outgoing personality;
- Good analytical mind, able to think out of the box;
- Problem solver, creative in finding solutions and providing workarounds;
- Strong communication and negotiating skills.

Our Offer:

- Internal Growth programs: #Grow; 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

Job Level:

T1