

Volvo Parts Customer Solutions (VPCS) is a contact centre, offering round-the-clock assistance with emergency breakdown services for Truck, Bus and Pentausers all over Europe and the USA. VPCS provides its customers also with technical advice. The call-outs are attended to in the customer's native language and within the shortest time limits. At present we are looking for a

Assistant Technical Support Engineers - Dynafleet

JOB DESCRIPTION:

- You support the transport information systems that are supplied by Volvo Trucks. The systems are based on the latest digital, wireless communication technologies, the integrated systems are available in several designs and with a high level of customisation
- You give technical support and solve IT en electronic related problems for customers, dealers, clients and Market Companies.
- You will also provide technical assistance to the Breakdown co-ordinators during and after the breakdown case.
- You handle the information from the market in such manner that repeated questions and problems from customers can be avoided.



JOB QUALIFICATIONS:

- Excellent collaboration, communication and facilitation skills.
- A strong customer focus.
- Good understanding of contemporary trends in IT, including client/server architectures.
- Ability to understand technical documentation and can write/interpret this for the non-technical user.
- Excellent troubleshooting skills and the ability to picture the problem through phone or mail discussions.
- Interest in transport information systems.
- Interest in mobile, GSM based communication.
- Being fluent in English & Swedish and one or more of the following languages:
 - Dutch
 - French
 - German

Interested? Please forward your application to HR Service Centre, Recruitment & Selection, Smalleheerweg 31, 9041 Oostakker or send your application to recruitment.be@volvo.com.



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Assistant Technical Support Engineers

JOB DESCRIPTION:

- You work as a part off the Volvo Technical Support Team where you give technical support and solve technical problems for internal & external customers from Volvo Truck, Bus and Penta.
- Your main activity is to assist dealers in your language area with parts queries, service, electronics and diagnostics.
- The issues encountered will ask an analytic and problem solving mind.
- You're in contact with designers and product engineers.
- You handle the information from the market in such manner that repeated questions and problems from customers can be avoided.

JOB QUALIFICATIONS:

- You have a technical background (auto mechanics, electro mechanics,...) or by experience and interest you have build up a broad technical knowledge.
- You have the ability to write, interpret and understand technical documentary.
- You have good collaboration, communication and facilitation skills.
- Efficient knowledge of basic computer application.
- Being fluent in English and the following language-combination:
 - Spanish/Portuguese
 - Dutch, German, French,
 - Polish and Russian
 - Danish
 - Swedish
 - Italian
- Willing to work in a shifts system.
- A natural feel for continuous learning and personal involvement



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