

Technical Support Manager

Description

Specialized in data marketing solutions, Weborama owns the most extensive independent behavioural database in Europe, operates various proprietary technologies, including a DMP, an AdServer and offers data science services to "consumer-centric" businesses.

Weborama is a French company with 220 employees, listed on Alternext, active in 20 countries across eight offices in Europe and Latin America.

The Technical Support Manager is a technical expert for our Adserver and Data Management Platform products and will manage all internal (Business Units from the group) requests.

Part of Weborama Product Team and closely working with R&D team, the technical support manager is central within the organisation, delivering fast and high quality service.

Responsibilities

- Ensure treatment, diagnosis and resolution of Level 2 incidents
- Manage Customer tickets and query to solve them, provide work-around and/or escalate to R&D
- Provide R&D team with high quality analysis of the requests
- Develop Quality procedures / Support management within the organization =
 - Create Documentations (FAQ / One Sheeter ..)
 - Participate in QA / functional Tests

Qualifications

Required

- 2/3 years experience in AdTech Solutions support
- Digital Marketing Industry knowledge
- Excellent English written communication skills, good oral communication skills and the ability to present a positive and confident attitude (FR,ES,NL,IT,RU, PT, US)
- Client relationship & Customer service minded
- Serious Technical Interests , being sensitive and interested in the Web technologies, its industry and the uses.

Additional

- Knowledge of MediaTracking
- Knowledge of Ad-serving solutions
- Technical Skills in following areas are a plus =
 - Knowledge of how the Internet works (HTTP and DNS).
 - Knowledge of web programming (HTML, javascript ...)
 - Knowledge of PHP and SQL
 - APIs (REST / SOAP)
 - GoogleCloud / BigQuery

Employment Type

CDI

Beginning of employment

ASAP

Job Location

Levallois-perret

Date posted

11 septembre 2019

Job Benefits

Numerous add-ons at Weborama such as free soft drinks and coffee, fruits, 10€ restaurant vouchers and 2 yearly internal technical seminars.