

Role

We are looking for an enthusiastic and self-motivated colleague to work with our global IT team.

Company

Our mission is simple. We aim to bring high-quality coffee and tea solutions and household accessories to everyone, in line with your values. We innovate to create great designs at affordable prices based on our guiding principle that form follows functionality while keeping an eye on sustainability, environmental responsibility, and respect for the wellbeing of our staff, our communities, and our planet.

Setting up and maintaining EDI customers in our ERP (Axapta) as support to our AX Developer will be the priority but general support our users an important part of the job as well. **It is not a requirement that you know of EDI or Axapta to begin with, as we are willing to teach you what you need.**

General Requirements

- IT support experience.
- Level 5 or level 6 degree in Computer Science or Networks and preferably practical background.
- Strong verbal and written communication skills in English.
- Passion to deliver excellent customer service.
- Willingness to learn new technologies. Especially concerning our ERP and EDI setup.
- Hardware and Network understanding is valued.

Responsibilities

- Setting up and maintaining new customers on EDI as support for our AX Developer.
- General 1. lvl support to our colleagues globally.
- Close support tickets in a timely manner to ensure accurate internal reporting.
- Escalate any tickets you are unable to fix in a timely manner.
- Diagnosing and solving software and hardware faults.
- Supporting the rollout of new functionalities.

Competencies

- Skilled with Microsoft products. Primarily Windows for clients.
- Experience with Windows Server is an advantage.
- Strong work ethic and motivation.
- Thrive in a fast paced, fast changing and dynamic environment.
- A team player with good communication skills.
- Enjoy taking initiative and responsibility while building strong relationships across business units and continents.

- Meet deadlines.
- Excellent written and verbal communication skills in English.
- Knowledge of Axapta, ERP in general and/or EDI and advantage.

We offer

- Integration in a dynamic and motivated team in a global company in constant growth.
- Participation in a wide variety of projects.
- Global collaboration.
- Salary according to experience.

To apply send us an email with your CV (English version) to jobs.pt@bodum.com