

Azure Customer Care Engineer

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Company: Codit

Location: Belgium

Category: computer-and-mathematical

About the Job

Once a project has been delivered, our international Customer Care Team supports Microsoft integration and cloud solutions for our high-caliber clients.

Your varied responsibilities as a Azure Customer Care Engineer include:

Provide second-line technical support to resolve client issues with integration and cloud solutions.

Implement and manage alerting systems and rule configurations.

Coordinate with Consultants or Architects for escalations, ensuring seamless project continuity.

Support a team of Customer Care Generalists in first-line duties.

Develop and implement change requests for existing solutions.

Actively contribute to continuous improvement initiatives.

Participate in internal research and development projects.

Collaborate with the Customer Success Manager in organizing and preparing for operations meetings.

Continuously update your knowledge on new technologies and share insights proactively.

About You

You have:

Proven experience with Azure technologies, including Azure Integration Services and Azure Governance.

Proficiency in administrating Azure Services.

Solid understanding of the Microsoft.NET technology stack.

Strong analytical skills with a solution-oriented approach.

Exceptional communication abilities, essential for customer interactions and teamwork.

Ability to work independently and collaboratively within a team.

Flexibility to participate in a rotational on-call schedule (approximately 10% of your time) to ensure 24/7 support availability.

Fluency in English; Dutch and French language skills are advantageous.

Oh yeah: You like boules de Berlin and donuts – we eat them A LOT.

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