Customer Support Engineer

Apply Now

Company: Swift

Location: Brussels

Category: computer-and-mathematical

About the Role

In line with Division objectives and under instructions and control of a more senior engineer, to resolve a limited range of administrative, technical and/or business related queries and problems on Swift's product/service portfolio to internal/external customers and/or vendors as per or above performance targets.

Customer Support Engineer

This job brings you to the heart of the Swift Financial community: FinTech companies, Banks, and Corporates across the globe. In this role, you assist our customers around the world to solve their Swift operational challenges on a daily basis and you work with colleagues from different locations and cultures. As Customer Support Engineer you must be technically savvy and willing to acquire in depth understanding of the entire Swift product suite used by our customers: Sharing your knowledge and expertise with both customers and colleagues will be an important part of your job, that's why our ideal candidate is a team-player and has excellent communication skills. We work with an agile mindset where change is part of our daily life, so we expect you to adapt fast and be a promoter of continuous improvement in our services and products. You must also be able to think swiftly and analytically in case of crisis and incidents, inspiring confidence to our customers and peer- colleagues.

What will you do?

Customer Support is the best place to start your career within Swift, as it gives you the required exposure to a wealth of products and services that we offer to our customers and

(even more important) how our customers are using these products and services. This broad exposure will help you to determine your best next step in your career (more business, more technical, more sales, …).

As a Customer Support engineer, you will:

Assist our key customers in troubleshooting their complex / critical environments. Please note that we are not a helpdesk: most of our customers have extensive knowledge on Swift, so our Customer Support Engineers are focused on collaboration, taking ownership / responsibility to drive the issue towards solutions.

Given the complexity of the products and services, nobody will know it all, so close collaboration with your colleagues is key. If you are looking for a job to work on your own, Swift Customer Support is not your place to be.

Continuously grow your technical knowledge on various products and services.

Deliver health checks and troubleshooting courses to our key customers: one per year, we offer our customers a detailed checkup of their system (= health check), where you are responsible to analyze and deliver the results of this report to our customer.

Create training material & Knowledge content (KCS - Knowledge-Centered Service) that can immediately reused by our colleagues and customers

After you learnt the Swift basics and have demonstrated your skills, you will start participating in virtual teams / project teams working on future products and services.

What will make you successful:

Must have:

Master or Bachelor degree in IT/Engineering/Computer Science or equivalent

Excellent analytical and troubleshooting skills

Strong English written and spoken communication skills

Ability to explain technical details

Fast learner

Nice to have:

Experience in a technical customer support environment

Swift software suite (SWIFTNet, Alliance portfolio and platform, Swift messaging solutions)

TCP/IP protocol and technical implementation (such as NAT, routing)

SSO, RADIUS, LDAP integration with applications

Windows, Unix , Linux, AIX, Solaris, Rhel administration

Oracle databases, MQ series and/or IBM WebSphere

User or Administrator of SAP, SalesForce, ServiceNow.

Experience in Financial Services, Banking or similar

Fluent oral and written skills in one or more languages other than English

What we offer:

We help you perform at your best

During your first 3 months, you will be part of a training program to kick start your network
and knowledge. Continuous development of yourself and your knowledge is at the heart of
your role. We offer a wealth of training opportunities (including the full LinkedIn e-learning
suite).

Competitive reward package

Our employees are highly valued and we provide packages that include a competitive base
salary, a performance-related bonus, generous retirement benefits, excellent medical
benefits and allowances for you and your family. Swift offers benefits that support the right
work-life balance.

We help you make a difference

Together we can make a real, positive impact on the environment and our communities
by operating responsibly and sustainably. For example, you can help us to meet our
commitment to reduce our carbon footprint a further 36% by 2030.

We give you the freedom to be yourself

You'll be surrounded by diverse, bright, customer-focused and intellectually curious people in a collaborative, friendly, open and inclusive environment. Swift enables you to reach your full potential regardless of background, gender, or culture.

What we offer

We put you in control of career

We give you a competitive package

We help you perform at your best

We help you make a difference

We give you the freedom to be yourself

We give you the freedom to be yourself. We are creating an environment of unique individuals – like you – with different perspectives on the financial industry and the world. An environment in which everyone's voice counts and where you can reach your full potential regardless of age, background, culture, colour, disability, gender, nationality, race, religion , sexual orientation, or veteran/military status.

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