

Technical Coordinator Partners

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Company: Telenet

Location: Belgium

Category: other-general

You are the go-to person when our partners or internal colleagues cannot find answers to technical questions and 3rd line customer complaints about Business Messaging, Direct Carrier Billing (Telenet Pay & BASE PayByMobile) or Premium Voice services. You will solve complex problems with flair and you also make proposals to improve processes.

As a **Technical Coordinator Partners** you will support the departments that are involved with the integration and support of 3rd Party Service Providers and Telenet's 3rd Party Services. Your direct partner contact is handled quickly and in a friendly manner. You will collect, handle, and process tasks to ensure that they pass through the set procedures in a technically feasible manner.

You are also the SPOC for our Mediation and Technical Back Office teams; for both our Telenet and BASE brand when it regards requests about 3rd party services.

You can quickly master the support processes and support your colleagues in them.

Supporting the 3rd party services team with the operational integration and testing of new services and products sounds like music to your ears. It is therefore evident that you are closely involved.

A position that requires quite a bit of your knowledge and skills, but where you learn new things and discover improvements every day. All this to provide our partners and end users with an optimal service. You take that for granted.

Your responsibilities as a Technical Coordinator Partner

You will support the 3rd Party Services Business Team with the operational day to day tasks that ensures a proper support of our 3rd party services.

You will guarantee that our 3rd party services are integrated on internal platforms within the agreed time frame.

You quickly detect billing or other technical and administrative issues hampering the good functioning of the 3rd party services.

You will ensure that all technical and administrative documents about our services (How-To documents) are up to date at any time.

You play a role in testing newly developed functionalities of all 3rd party services.

You keep our partners informed correctly and consistently about the progress of their integration, question or problem.

You support your colleagues and our partners by telephone and email so that they can solve all issues smoothly as possible.

You create tickets in Jira, Remedy Force or any other systems for incidents or operational requests.

You guarantee a solution to complex technical problems. You may ask for help from IT or engineering.

As a 3rd line support, you support the mediation team in case of customer complaints about 3rd party services

Your experience in searching for and finding solutions to recurring problems allows you to make proposals to improve processes, products, or systems.

What we have to offer

A place in an organization where Business and technology meet each other. We take you into the broader 3rd party services story.

A group of great and driven experts as colleagues. A team that will help you grow into an expert in the domain of 3rd party services.

Beautiful offices, company restaurant, padel field, ...

Working from home up to 3 days a week.

Our Ideal Technical Coordinator Partners

You have the drive and the ability to learn all about the involved IT & Engineering systems.

You are very strong in logical and analytical reasoning.

You collaborate well with other departments to achieve quick results.

You want to be a maestro at all things related to 3rd Party Services.

Technical terms related to Mobile Telecom sounds well known to you.

You can easily communicate in **English, Dutch and French**

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