**Software support specialist**

The mission of this awesome tribe at MEDIAGENIX is to enable renowned public and commercial radio and TV stations, on-demand platforms, OTT streamers and telcos to bring content to the viewer with our broadcast management system called WHATS’ON.

MEDIAGENIX is a Belgian company which ranks amongst the top tech vendors in the international media industry with M&E Business Management Suite WHATS’ON. Customers include OTT streamers and VOD platforms, public and commercial radio & TV stations, telcos, and video service providers. Over 150 leading media groups across the globe manage a total of more than 2,000 channels and services with WHATS’ON through our offices in Belgium, USA, Singapore, Australia, North Macedonia and Thailand.

**Your Challenge**

* You are the contact person for our customers (television stations). After an introductory phase during which we train you in the business concepts of the television world and the functionality of our WHATS’ON software, you deal with all questions about the use of our software and—after thorough examination—you register solutions for error messages.
* It is up to you to find a solution self-reliantly, of course not without the help of your colleagues’ expertise. It is a challenge to keep searching until you come up with a solution that will help your customer. Communication with the customer is mainly online through an issue tracking system (JIRA).
* Another aspect of your job consists in testing WHATS’ON software before a new version is released to the customer(s) you are responsible for. This comprises testing and documenting new functionality as well as the solutions for error messages you registered yourself.
* When you are ready for it, you will train customers in WHATS’ON, across the world..

### Our Wishlist

* We are not expecting you to be an information science specialist, but you do have a certificate of higher education.
* You are a good listener, proficient in analyzing, documenting and solving problems.
* You have worked in a customer service environment before
* You love combining customer service activities with coordinating work and coaching colleagues.
* You have no qualms about travelling
* We expect you to communicate fluently in English. Knowledge of other languages such as French or Spanish and information science is nice to have
* Information security is at the core of our business, so it is of paramount importance that you respect the specific security provisions related to the execution of your job.

**Our support**

* Working for MEDIAGENIX is about being proud of a software solution that is the worldwide reference in its field. It is above all about taking pride in the value you deliver to the customers, assisting them, and implementing and tuning our solution in sync with their rapidly evolving needs in this fast-paced environment.
* Long-term employment
* Occasion to travel to Belgium and later Europe or across the World
* Working on cutting edge ICT Solutions in the appealing and exciting TV Broadcasting world
* Working with open, communicative, high quality professionals in an excellent team where values and result matter
* Private health insurance from the first day
* Team buildings20 regular holiday days + 5 Mediagenix days
* Sport activities to support a healthy lifestyle
* Hybrid working (refreshment if working from the office)
* If you join us, you will soon discover that life at MEDIAGENIX pivots around learning and sharing, mutual trust and respect. At MEDIAGENIX you can bring your whole self to work and feel backed up by colleagues who are as passionate as you are about craftsmanship, personal growth and continuous improvement
* State of the art IT Quality concepts are valued in the team and will boost your career. You will grow in responsibility for larger and more important clients and by coaching others.
* You will be co-editor of user guides and training material. Gradually, you will also be invited to participate in giving user training onsite across the globe.

The state-of-the-art technologies we use, our agile development methodologies, the transparent way in which we collaborate as a team, and the inspiring co-creation with our customers have taken us to the top of tech vendors in the international media world. Join us on this magnificent journey.

You grow = We grow! We assure the development of your talents and continuous coaching and support