

Customer support specialist (m/f)

Deurne, HQ 

Full-time 

- 50%** Speaking to customers about service and malfunction issues
- 15%** Acting as Inspector Gadget for root cause troubleshooting
- 10%** Supporting customers in the integration and implementation of our systems and services
- 10%** Processing and resolving software issues
- 10%** Developing your own skills by studying new products and/or attending training sessions
- 5%** Informing your colleagues about the weekend



You are the point of contact for our customers regarding technical questions **1.**

You support our customers remotely and personally resolve 75% of the software calls that come to you **2.**

You provide support to our troubleshooting service 1x per 8 weeks **3.**

You work to create a 9+ customer experience **4.**



WE ARE LOOKING FOR:

- A motivated and eager-to-learn colleague
- An MBO thinker with an interest in technology
- Relevant work experience on a helpdesk and familiarity with MS Office, Windows applications, SQL and database
- You are customer-oriented, service-oriented, independent, and communicatively strong
- A completed relevant technical and/or ICT education

WE ARE OFFERING YOU

- **Salary**
€ 2.400 – € 4.000, depending on your experience
- **38 off days**
25 vacation days and 13 ADV days, (but also the option to have a large part paid out)
- **Training budget**
We like to see you develop, so you have an annual budget to spend on training and/or courses
- **Trust and space**
Everyone is welcome to participate in our developments, which is why we offer room for your own input and ideas
- **Pension**
We also like to arrange things well for later, which is why we have a pension scheme at PMT
- **VrijMiBo**
Friday afternoon drinks in our own IPBarking cafe
- **Staff association**
And one that organizes mega fun outings (Theme drinks, weekend away, festivals)

GROWTH OPPORTUNITIES

Growing within or outside your own position, that is up to you. We will help you to achieve your potential!



GET TO KNOW THE TEAM: OPERATIONS IPNL

42 employees, location Deurne

They are working on

- Monitor, supervise and maintain our parking systems at existing customers
- Supporting and resolving issues
- Inform and instruct customers on managing and maintaining parking systems
- Support implementation and integration projects



"Collaboration is an important aspect within IP Parking. You work with different departments and continue to develop your knowledge about the product as a result. In addition, you support customers from A to Z, which allows us to build a good relationship with our customers."

Lysanne, Technical support junior



"Working at IPParking is dynamic and provides challenges with a family touch."

Corstiaan, customer support specialist

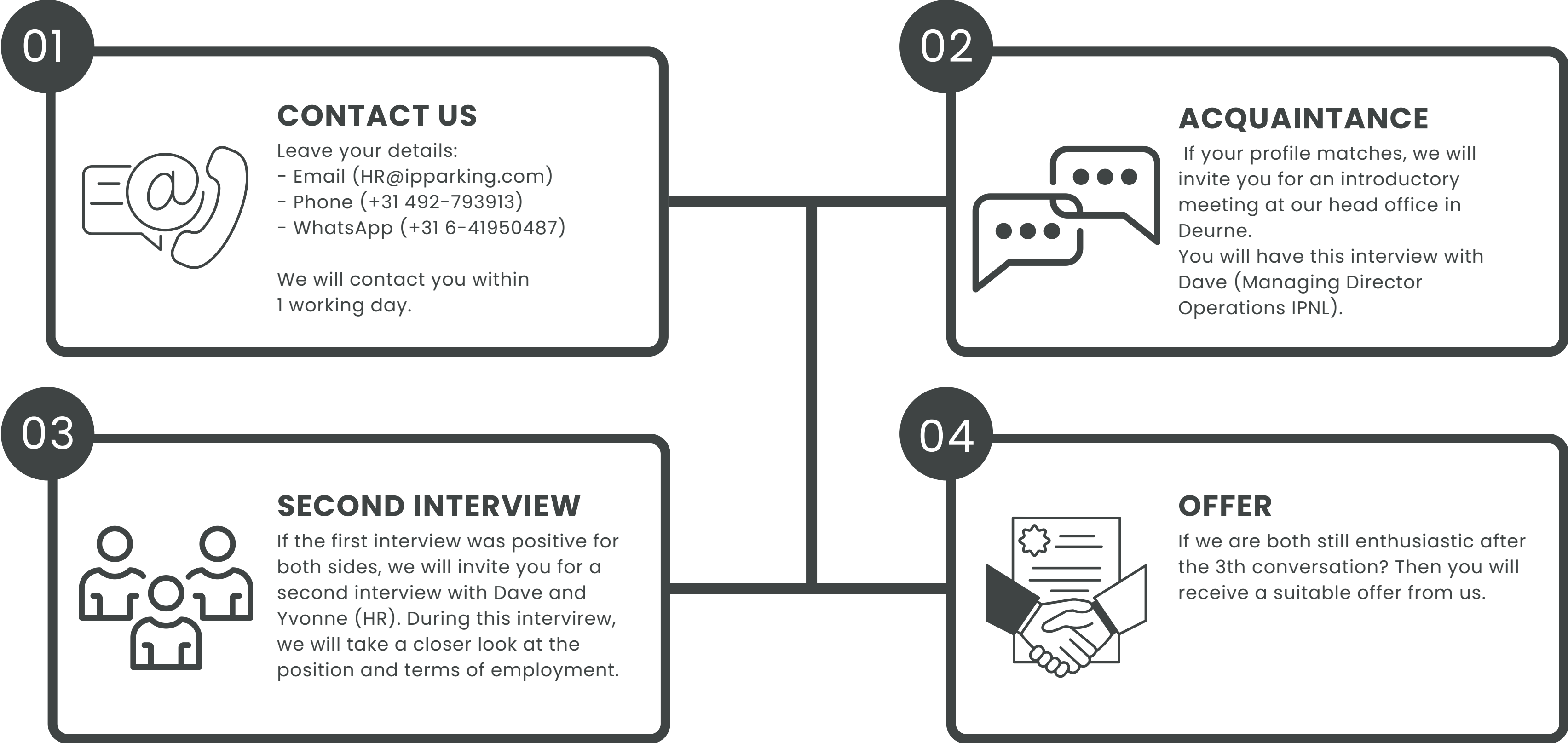


"We strive to be the most reliable and quality service provider in our parking industry. With the goal of embracing and satisfying our customers and employees, with all the passion we have in us."

Dave, Managing Director Operations IPNL

APPLICATION PROCESS

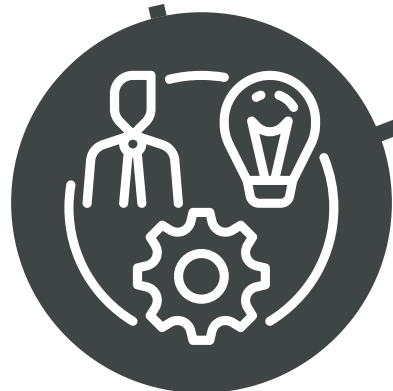
If you are reading this or one of the other vacancies and it makes you happy, we would love to meet you





Family business

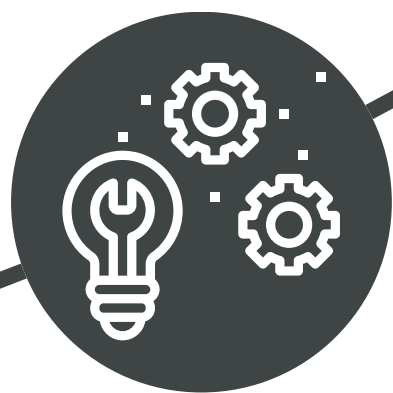
IP Parking is a young and dynamic company full of experience. In our family business, hard work is combined with the necessary dose of fun. We are more than just colleagues and our mutual contact is friendly and based on trust.



Development

Development is important to us, not only in our products, but also for our employees.

We facilitate (internal) training programs, like to think along with you about possibilities and offer the space to grow.



Technology

We develop our products ourselves, both the software and the hardware. Here we combine different and interesting techniques. Our mission is to offer our customers and their end users the best Xperience. This ensures that we are constantly looking for new opportunities, techniques and developments. We believe it is important that all employees are given the space to think along in the process and to contribute to the continuous innovations of our services and product range.

We don't have to be the biggest, but we do want to offer the best service to our customers.



International

Despite the small and close-knit teams, we are part of a growing international organization. We believe it is important that we also work closely with our own customer centers in North America, Belgium and Poland and our dealers worldwide, even remotely.

A large company that therefore feels small and where people really make the effort to get to know each other better.




IPPARKING
it's all about Xperience

Company profile



Active in
NL - USA - BE - POL
IRL - DK - SWE- FIN - ENG -AUS

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Founded
2005

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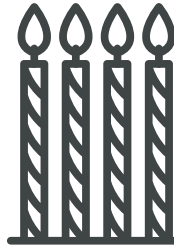
HQ location
Deurne, NL

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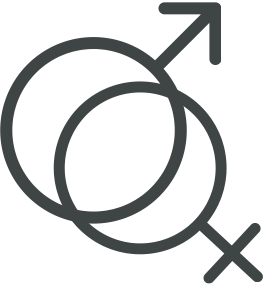
Number of employees
135

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Average age
41 years

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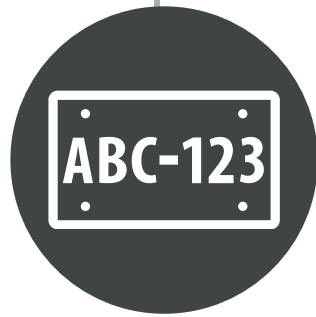


M/F
80% - 20%

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2005

Establishment of IP Parking by Eric and Jimmy Smulders



2009

Launch of Stadsparkeren B.V., mobile parking provider for consumers



2017

IP Parking opens customer center in North America. Introducing completely ticketless parking system Export to Canada



2019

Export realization to Ireland and Luxembourg



2022

IP Parking takes over customer center Belgium and realizes 2,500th project



2007

ParkBase, 100% web-based Parking Management System (PMS) including license plate recognition (LPR) is introduced.

2012-2016

Export realization to Germany (2012) Belgium, UK and US (2013) France (2015) Australia (2016)

2018

IP Parking reaches milestone of 1000 projects

2020

Export realization to Sweden and Finland

2023

IP Parking opens customer center in Polen