Junior Support Consultant (m/f/d)

About the job
Are you looking for a client-facing job with many variations regarding tasks and responsibilities? Then this role of (Junior) Support Consultant could be the right fit for you.

‘Miles’ is an ERP software for automotive finance, leasing, fleet, and mobility management. It’s an end-to-end solution encompassing front-, mid- and back-office functions that can be extensively customized to the customers’ needs through configuration. You will be part of a multidisciplinary unit that is responsible for delivering solutions to the customers. Project teams within this unit are dedicated towards new implementations of ‘Miles’ and guides the customer until the go-live and hyper-care period. It is then that you, as a part of the support team, will take over.

As a (Junior) Support Consultant:
- You will be the contact point for customers regarding questions and defects.
- You will ensure a qualified understanding of the issue, make the full analysis, and assist in the implementation of the solution.
- You will be responsible for monitoring the progress, planning, and informing the customer about the status of the ticket.
- You’ll do the requirements gathering, the functional analysis and the proposal of the solution to the customer.
- You’ll be responsible for guiding the full process. Before the hand-over, you will test the final solution.

During the daily Scrum meetings, priorities will be set regarding defects and issues. For the rest, you will manage your own priorities in your daily tasks and schedule.

Your interests and skills
Because of the dual role, it is important that you work organized and manage your time well. Besides that, you also need to be able to handle changing priorities and stressful situations. You’ll be solving problems daily for which you’ll need a strong analytical mind.

Teamwork is important, not just within the support team but with the Developers, Business Consultant and Project Managers. You also have the confidence and determination to handle tickets and change requests by yourself when needed.

What else is expected:
- Able to work in both German (at least C1) and English. Please note that business-proficient German is necessary for this position!
- Initial experience in a customer-facing or customer service role.
- Strong technical affinity.
- Knowledge of / interest in requirements gathering, business analysis and configuration of a solution.
- Knowledge of financial or leasing processes is a plus.

What we offer
We would like to welcome you to an international and multicultural company that has been operating for over 30 years and is doubling in size every 5 years. Growth is our middle name, while we strongly adhere to our horizontal and open company culture.

You’re in the drivers’ seat of your own career, that’s our motto. Your personal development is therefore paramount. During an extensive onboarding program of six months, we make you, with the support of your job coach, familiar with our product and the organization. Even after this period, you will continue to get opportunities to learn and develop yourself further. You’re never alone.

At Sofico you will also work in a modern state-of-the-art office that is easily accessible.

In return for your efforts, we offer an extensive salary package and bonus system. The flexible office hours and opportunities to work from home provide the necessary flexibility within the company.

At Sofico we are strong believers in the power of a good cup of coffee. Water or soft drinks are of course also on the menu. We love our team events. Think after-work drinks, a BBQ, a family day, a company weekend, or a walking dinner with the whole company.

Ready to apply?