



Bleep bleep without the blah blah

ITP Caribbean is a professional & dynamic company active in the field of automation consultancy, software development and network management & services. The professional employees, the IT concepts used and the sober pragmatic approach makes ITP Caribbean a strategic partner-in-business for clients. The ITP ICT-Healthcare department provides implementation and support services to software users. For the ITP ICT-Healthcare department we are looking for a:

CUSTOMER SUPPORT REPRESENTATIVE(M/V)

FUNCTIONAL DESCRIPTION

As a customer support representative, you work in our experienced team to optimally support and solve questions and incidents that our customers experience within their working environment. Your work consists of first-line contact and back-end support. You will be involved with initiating, advising and implementing new ICT healthcare solutions including software training to costumers, which consists mostly of General Practitioners, G.P assistants, and practice nurses.

ACTIVITIES

- You accept notifications by telephone or e-mail as correctly and quickly as possible.
- You analyze the reports and solve them as quickly as possible.
- You initiate new ICT Healthcare solutions, advise clients and implement these solutions.
- You ensure the progress of the report, provide feedback to your clients, and facilitate this from the support systems.
- You provide training to clients

PROFILE

- You are an enthusiastic, dynamic, and passionate colleague who feels involved in the healthcare sector.
- You are customer- and service-oriented, but also initiative and solution-oriented.
- You are a strong communicator; you have a great sense of responsibility, and you work with a lot of attention for the result.
- You have good listening and speaking skills, you speak and write good Dutch, English and preferably also Papiamentu.
- You are a team player, and you stand for shared team responsibility.
- You are someone who likes to learn from your colleagues and share knowledge with your team.

REQUIREMENTS

- HBO Diploma or a MBO diploma with an HBO working and thinking level.
- Experienced with medical software information systems, or equivalent.
- Demonstrated IT knowledge or affinity with automation (internet, Windows) and strong analytical skills.
- Highly customer-oriented attitude and problem-solving ability.

WHAT WE OFFER

- Interesting & varied job;
- Market Competitive wage;
- Market competitive Fringe benefits;
- Pleasant and healthy working environment.
- Work schedule: Mon-Fri;
- Career opportunities

Are you the candidate we are looking for?

Please send your application with CV to Mrs. L. Ruiz, ITP Caribbean N.V., Rumbastraat 7, Oranjestad, Aruba; by email to hrm@itpinternational.com.

See our website www.itpinternational.com