



# interflex.

For our Interflex/Allegion-team in Vianen (Netherlands) we are looking for one at the earliest

## Software Consultant and Customer Support (m/f/d)



Interflex Datensysteme GmbH / Allegion BV belongs to Allegion since 2013 and is thus part of a worldwide network. We are a leading, international company for Time Registration and Access Control, and proud part of the international group Allegion, specialized in Security and Access Control solutions. Allegion comprises 25 global brands, some of which have been in business for more than 100 years. As we continue to grow, we are seeking an experienced

## Software Consultant and Customer Support (m/f/d)

**Location: Vianen (Netherlands)**

### Tasks:

- You will analyse and solve second line problems for our customers: you will take over the problems that are more complex or that our first line support has not been able to solve
- You will take care of a proper analysis of problems and incidents, resolve the issue or will escalate third line issues to our international teams and follow up on them
- You have direct communications with customers for all issues
- You will communicate the status and progress of open issues to customers and internal parties
- You work according to the priorities and deliver a high service level to our customers
- You work in close cooperation with our SW and technical consultants
- You are the ambassador of our company

### Skills:

- Education in (Business) Informatics or comparable education is required
- Analytical approach
- Good general IT skills, knowledge of C#, SQL- and or Oracle databases and networks is beneficial
- Your personality radiates confidence and competence, and you appear to be a professional in your relationship with customers
- You are used to handle problems and incidents in a structured approach, experience in support of complex problem is an asset
- You take initiative, can work independently and have the necessary diplomatic assertiveness
- The combination of hardware and software is appealing to you
- Languages: fluent in Dutch and good knowledge of English, French is a plus
- You have driver's license B

Allegion (NYSE: ALLE) ist ein internationaler Anbieter im Bereich Sicherheit mit führenden Marken wie CISA®, Interflex®, LCN®, Schlage® und Von Duprin®. Mit dem Schwerpunkt auf Sicherheit rund um Türen und Zutritt bietet Allegion ein breites Spektrum an Lösungen für Privathaushalte, Firmen, Schulen und andere Einrichtungen. Allegion erwirtschaftet einen Umsatz von 2 Mrd. US-Dollar und vertreibt seine Produkte in rund 130 Ländern weltweit.



**Offer:**

- Trainings and coaching
- A variety of tasks
- Good primary and secondary conditions, such as a company car, laptop, phone, group- and health-insurances
- You are based in Vianen and you are part of a motivated, high skilled team active on Netherlands and Belgium

Please send us your complete application documents stating your salary and the ID of JR15112 to [centraljobs@allegion.com](mailto:centraljobs@allegion.com), in person Christian Hohmann. We look forward to receiving your application.