

Software Support Consultant

Open to bilingual French-English candidates only.

*Vous êtes passionné(e) par les nouvelles technologies et le Conseil digital ? Vous souhaitez vous investir au sein d'une entreprise innovante et en pleine croissance ?
Ce poste est fait pour vous !*

VPWhite:

Here at VPWhite we drive improvement for our clients, as well as help them strive to evolve to exceed future goals. We do this through believing in excellence, sharing a desire for continuous improvement and innovating the services and solutions of tomorrow; with the aim of improving businesses efficiencies and bottom-line.

We do all this by building a trusted partnership with our clients, where we are committed to fostering a transparent and close working relationship. We share a desire to use all our skills and talents to help others to succeed. We believe in bienveillance.

We specialize in optimizing our customers operational performance **by digitizing their Corporate Social Responsibility, Environmental Health & Safety, Risk Management, Real Estate Management and Legal processes**. We do this by developing and implementing web solutions for our customers, which we have been doing so since 2006.

We have offices in **Paris** (France), **Lyon** (France), **London** (UK), **Munich** (Germany) and **Chicago** (USA), completed over 400 projects in more than 10 countries across the world since our inception and are now embarking on an exciting period of Global expansion.

To support our Global customers and in order to fuel our growth - we are currently looking for an ambitious open-minded Software Support Consultant to work directly with our clients to configure, test and deploy our partner software, in line with our client's needs.

Key responsibilities

You will report to the services manager in our North American office, and will be part of an international team of consultants. This role is expected to be **hybrid, based in our offices in Chicago**.

We are seeking a driven and motivated Software Support Consultant to join our growing team in the Chicago office. You will advise and guide your customers as a technical expert on how to realize the maximum value from their solution, driving rapid time to investment as well as providing technical support. The role is therefore focused around 2 major responsibilities:

1/ Customer relations:

- Follow-up of major accounts and build partnerships with VPWhite customers
- Be the customers advocate and work with other VPWhite teams to address the needs of the customer
- Understand and discuss the different businesses of our customers
- Influence long term customer value through strategic initiatives
- Coordinate with VPWhite internal teams to help solve customer challenges
- Prepare and lead meetings with clients
- Occasional trips to the customer's site for delegated administration, training, workshops, etc.

2/ Development and Maintenance of Software Solutions:

- Qualify and process requests in compliance with SLAs
- Analyze and quantify evolution requests and training
- Carry out and test advanced developments and configurations
- Assist customers functionally and/or technically
- Ensure and control the transition from the project phase to the support phase

You may also be required to work on other VPWhite initiatives such as: optimizing internal tools, training or participating in other project phases (migration, implementation of new applications, etc...).

Personal Attributes

We are looking for someone who is individually and collectively passionate, innovative, always in search of excellence but fundamentally dedicated in helping our customers change for good.

In addition, the successful candidate will be an:

- Effective communicator with good presentation skills and the ability to build rapport with stakeholders across all levels of seniority
- KPI driven and willing to tackle challenges head on in pursuit of delivering individual and company growth
- A responsive and proactive individual looking to drive innovation in their field of expertise and the wider business.
- Strong attention to detail and a methodical and organized individual.
- Dynamic, rigorous and organized you like to be challenged
- You have good interpersonal skills; you like to work in a team and you appreciate customer relations
- You have the curiosity and flexibility necessary to familiarize yourself with new tools
- Fluency in written and spoken English
- **Fluency in French is highly desirable**

Skills and Experience

A successful candidate will have the following skills and experience:

- Prior experience working in customer-facing technical roles
- A bachelor's degree in computer science and/or equivalent experience
- Professional experience (including internships) in a software publisher, a software company or the IT department of an end customer
- Experience with one or more object-orientated programming language
- Knowledge of web development languages (HTML, CSS, JavaScript)
- Knowledge of relational databases and SQL
- Strong verbal and written communication skills, proficient in customer environment
- Native or bilingual proficiency in English
- Native or bilingual proficiency in French

Your curiosity and open-mindedness allow you to work on a wide variety of business and/or technical challenges.

You are a good communicator and enjoy working in a team. Furthermore, if you are autonomous, rigorous, organized and curious Then our paths are made to cross!

Why should you join us?

If you are **passionate about working for a high-growth company**, are resilient when faced with challenges, intellectually curious, excited about technology and ambitious, this role is for you.

We believe in seeking satisfaction for our customers and for each other through excellence, innovation and trust. Seeking excellence in sharing a desire for continuous improvement, seeking innovation by creating the solutions of tomorrow and seeking trust by being a trusted partner where we are committed to fostering transparent and close working relationships to grow and evolve.

VPWhite believes that everyone is an individual and understands the challenging environment that we live in, **we therefore want to ensure that the talent we recruit are looked after**. On top of an annual salary, we also offer some key benefits:

- Health, vision, and dental insurance
- 401K Match
- 20 days of PTO
- 10 days sick leave
- Hybrid office working
- Bonuses

Working at VPWhite means participating in the **growth of a company in full expansion**. It means growing and evolving in an international work environment, where cohesion and good humor are in our DNA!

VPWHITE is an Equal Opportunity Employer. We believe that great minds think differently. We value diversity of backgrounds, beliefs, and interests, and we recognize diversity as an important source of intellectual thought, varied perspective, and innovation. Employment decisions are made without regard to age, gender identity, race, religion, disability status, sexual orientation, or any other protected characteristic.

Please note that we are not sponsoring work visas currently. As such, you will need to have a right to work in the US for this position.