



Let's connect...

Are you looking for a role where you can make a contribution to the continued growth of a company in full expansion? Then look no further and read on!

Who are we?

BKM-Orange provides quality ICT solutions in 4 domains. Unified Communications & Collaboration (UCC) solutions, IT solutions, Document & Visual solutions and Connectivity solutions. We take a one-stop-shop approach. With more than 25 years of experience, we have become a dependable reference point in the market. Our 230 employees, spread across our offices in Hasselt, Steenokkerzeel and Ghent, are specialists with experience and professional know-how, dedicating themselves every day to our 16,000 customers. BKM belongs to the Orange Belgium group, one of the leading telecommunications operators on the market. Together, we form a strong combination with powerful solutions and services for connectivity and ICT.

'We connect. We care.' That is what we strive for every single day. With the right business knowledge and the latest technologies, BKM takes away the hassle of time-consuming ICT issues for our customers. Our customers can rely on our one-stop-shop approach. That way, they can focus 100% on their core business.

Would you like to enhance our team? For our Cloud Telephony, Mitel STIB and Mitel 5000 departments, we are looking for a good mix of junior, mid-level and senior roles for, in total:

5 UCC Support Engineers (M/F)

What is your role?

- Your background and experience with the product lines will help determine which pathway you will join or which training pathway you will enter;
- You will be deployed in support of our existing customer base at 2nd and 3rd line;
- You will mainly work remotely, but if necessary an intervention with customers may also occur;
- Once training is complete, you will mainly work from our office in Steenokkerzeel with the possibility of remote working;

- You will support customers with their questions and needs:
 - Analysis of the problem
 - Offering the solution
 - Escalating to third parties if you cannot solve the problem yourself
 - Formulation of proposals to both the customer and our commercial department when opportunities are detected
 - Taking account of administration in doing so
- Every day, you will come into contact with Voice over IP and other telecoms applications (CTI, customer interaction, etc.) in highly diverse environments.

Who are we looking for?

- You have a Bachelor's degree in Applied Computer Science – Network and System Management, Bachelor of Electronics/ICT – Telecommunications, etc., or relevant experience in the sector;
- Your knowledge of PABX/PBX and/or Cloud Telephony, as well as experience with other telecoms applications, is a plus, but not a requirement. However, the will to learn is indispensable;
- Your knowledge of Unify and/or Mitel and/or Teams and/or Telepo is a plus;
- You are a positive, enthusiastic and communicative team player;
- You are both result and action-oriented;
- You are analytical and passionate about supporting and optimising systems;
- You do not have a 9-to-5 mentality;
- Your mother tongue is Dutch or French and you have a very good knowledge of the other national language;
- You know that our technology changes every day and are eager to learn, unafraid of self-study and innovation.

What do we offer?

- A strong, healthy and growing organisation with a lot of ambition and appetite;
- A new position with a lot of responsibilities, independence and development opportunities;
- A full-time, permanent position;
- An attractive salary package with fringe benefits such as car, fuel card, laptop, mobile phone, and insurance;
- A dynamic and transparent organisation;
- A company that converts results into incentives and social activities of all kinds;
- A challenge!

Do we have a click?

Then send your CV and motivation letter with reference UCC Support Engineer to jobs@bkm.be. We will treat your application as quickly as possible and with the necessary discretion.