

Customer Service – Diagnostic Instrument Supporter

About the department

You will join Customer Service in Høje Taastrup. We are responsible for ensuring great service and support for our customers on a daily basis, covering several product lines of diagnostic instruments. Customer Service is the first point of interaction with our customers, and functions as a nexus between customers and the rest of our organisation.

The job

As a Customer Service instrument supporter you will support our diagnostic instrument product lines, spanning from hardware such as audiometers and headsets to the software applications that are used together with them.

Your daily tasks will be to help customers with questions related to our products, ranging from installation questions to identifying and reproducing audiological or technical problems.

Ensuring timely communication with our customers is crucial to providing great customer care, and being in touch with customers through phone, mail, skype or online remote sessions is a necessity for this role. We use a database to track all issues in, and data discipline is a key to success.

Our instrument product lines feature software and hardware which you will get comfortable with as part of the job.

You will also be responsible for handling incoming equipment and ensure items are sent to production for repair or refurbishment.

Typical tasks include:

- Resolving customer cases
- Identifying and reproducing problems with our software or hardware products
- Documenting reported issues and solutions
- Helping customers configure and install new equipment
- Providing basic training and instructions to new customers
- Troubleshooting incoming equipment
- Handling returned equipment from customers to production facility

By entering this role you can expect to participate in developing service processes that influence the customers directly. You can also expect a dynamic work relationship with other departments such as software and hardware development. With time, there will be the possibility of branching out to other product lines and overlapping with your colleagues to improve collaboration in the department.

Qualifications

You have an education as Supporter, Service Technician or similar, preferably with previous experience working with audiology or audiological equipment.

You understand the importance of timely communication and being able to analyse and describe problems in a structured manner. You are comfortable working in an international environment where communication occurs both in English and Danish.

Dialogue in our department free and constructive, with a focus on getting the job done. Knowledge of audiology or acoustics in general is important, as we often get questions from customers who themselves are trained audiologists.

Experience with customer support is a must, and knowledge regarding electronics is an asset.

Auditdata is a company in growth and change, and you can expect to be included in this process and be able to make an impact through the work you are doing with us.

Are you interested?

Please send your CV and a short cover letter to jobs@peopleinaction, marked – Diagnostic Instrument Supporter as soon as possible.

If you have questions regarding the position, please call People In Action, Ina Foldager 6014 2709.

About Auditdata:

Auditdata is a Danish company, founded in 1992, with headquarters in Copenhagen, and subsidiaries in UK, the US, Canada and in Ukraine. Auditdata develops and supports management software systems and measurement equipment for audiologists and hearing instrument dispensers.

Our solutions offer hearing care professionals across the world the most complete, user-friendly applications and devices for handling their daily work.

Our ultimate mission is to improve the quality of life for people with a hearing disability.

Our full software production life-cycle is handled by our office in Kiev in cooperation with key capacities at our main office in Copenhagen as well as our offices in the UK and US. All hardware production is outsourced to a factory closely to the headquarter.