



Job Offer

Videoconferencing operators, level 1 (M/F), bilingual in English/French

A world leader in integrated videoconferencing services and solutions, G2J is a rapidly expanding international company that has won 50% of the tenders in its sector over the last 18 months. As part of its development, it is looking for a videoconferencing operator.

You will join our Customer Satisfaction & VNOc team with the main aim of offering comfort and ease of use and access to the videoconference reservation service for our international Major Account VIP customers.

You will enjoy comprehensive training in our sector of activity and our technical tools derived from the videoconferencing industry.

Your role will consist in:

- ❖ Meeting the videoconferencing room reservation requests from our conciergerie service, programming them within our infrastructures and training our customer users.
- ❖ Ensuring the launch and running of videoconferences by choosing the best solutions and connection speed, carrying out qualification tests, supervising servers and links and managing IP and ISDN connections between the different countries.
- ❖ Offering optimal support as quickly as possible to users of the mobile, integrated audio and video, and videoconferencing systems and videoconferencing rooms by delivering operational solutions to level 1 support requests.
- ❖ Adhering to the quality standards defined by the customer satisfaction procedures, especially handling the opening and closing of incident tickets.
- ❖ Monitoring the videoconferencing infrastructures in real time.
Operating G2J's platforms (monitoring + administration + backups + statistics)
Operating customer platforms (monitoring + administration + backups + statistics)
Handling incidents detected on G2J and customer infrastructures
Handling hardware incidents for customers under contract
- ❖ Technical / lab tests at the request of their line manager.

Your profile:

- You have two years' higher education and a first experience of a customer support hotline (Helpdesk, call centres, reservation centres) and ticketing, along with a good knowledge of the audio and video field (IP networks, routers).
- Dynamic and quick-acting, you are able to handle emergency situations and make fast diagnoses. Your interpersonal skills and listening ability, paired with strong communication skills, make you excellent at handling customer relations.
- Motivated by telephone contact and interaction on an international level, you are experienced in call handling and resolution in English and French and you like working non-standard hours.
- Full-time position based in Paris' 8th arrondissement.

Please send us your application form, CV, cover letter and salary expectations to the following address: hr@g2j.fr under the reference OV11010.