



Installation Technologies is hiring!

About the company

Installation Technologies (IT) is a Technology Integration company that consults, designs, installs, leases and maintains the latest intelligent infrastructures and security systems to contribute to the efficient, safe and optimal functioning of organizations inside and outside the Caribbean.

The customer is at the heart of everything we do. Thanks to our business partners and our well-trained team we are able to consistently provide clients with the finest systems design, integration and implementation.

What we offer

We offer a challenging position in a dynamic environment with the possibility for professional development and growth opportunities.

The salary is in accordance with education level and experience.

Customer Service Agent

As the Customer Service Agent you will:

- ✓ Be the first contact for customers
- ✓ Provide helpful, professional service
- ✓ Understand and translate customer issues to coordinate with other departments, especially the technical department, toward successful service outcomes
- ✓ Be responsible for the administration and management of the scheduling of technical resources, for logging and following up on customers service requests on related company tools
- ✓ Guide the service process from the moment the start of a service until the invoicing is completed while ensuring customer satisfaction goals are met for the service performed.
- ✓ Provide information on the products and services offered by our company

Skills and requirements

- Great organization, communication and collaboration utilizing listening and empathy skills
- Friendly, helpful, courteous to make customers feel understood and guided through the entire service process.
- Ability to cope with stress with a positive, can-do attitude! Professional and calm.
- Responsive and follows up proactively to customer queries and open tickets using company tools
- An open mindset to continuous learning
- Basic technical knowledge and willingness to learn about the solutions the company provides
- Excellent Verbal and written communication skills in English and Papiamentu - Dutch and Spanish are a plus

Technician interested in new challenge in Sales

As a Technical Sales Account Manager you are the lead point of contact for all client matters and projects:

- ✓ Provide technical solutions to our customers in a consultative manner.
- ✓ Identify and develop opportunities and follow through to ensure a successful customer satisfaction.
- ✓ Explain the company's product and service capabilities; discussing and overcoming objections.
- ✓ Negotiate contracts with clients and establish timelines of performance.
- ✓ Recommend products and services by evaluating current product results and latest integration technology; identifying current and future needs to be filled.
- ✓ Interact closely with various departments like the project bureau and service department to ensure high quality results.

Skills and requirements

- Technical Background (+5 Years experience)
- Electrical, Electronics, ICT or relevant education
- Fluent in English and Dutch, verbally and in writing; Papiamentu and Spanish are a plus
- Valid drivers License (B)
- Able to work in a dynamic environment
- Strong team players but independent professional
- Availability to travel when needed

DEZE VACATURE IS GEPLAATST IN HET
Antilliaans Dagblad

Are you interested in a position with us? Please send your application letter and resume to: hr@it.cw or call 465 63 45 for more information.