

<https://candidate-1st.com/job/technology-consultant-customer-care-billing-hybrid/>

## Technology Consultant Customer Care and Billing-Hybrid

### Description

As a Technology Consultant Customer Care & Billing , you will play a crucial role in both remotely managing our heating installations and providing optimal customer service. You will be the driving force behind the continuous development and effective management of our technological systems in the field of Customer Care and Billing. You will contribute to the day-to-day availability and performance of our systems, striking a balance between operational efficiency and innovative improvements. You function as a product owner of essential applications, overseeing both development and configuration. You will be responsible for customer portal and customer app, as well as the Customer Care and Billing system, striving for an optimal customer experience.

### Responsibilities

Tasks:

- Application management tasks Customer Portal and Customer Care and Billing Systems
- Drawing up the management and development plan of the relevant systems
- Keeping track and monitoring all change requests and coordinating development and testing by external parties and the organization
- Monitoring questions, requests and complaints and coordinating the handling by the application suppliers.
- Coordinate user testing for new releases in collaboration with departments or project teams -Monitoring the interfaces of this application with surrounding system
- Granting access: Maintain Access matrix with roles and rights of the different user groups
- Monitoring the integrity of the data in the applications and proposals for improvement

### Qualifications

- The ideal candidate has knowledge of ICT and digitization projects, Web portals, Customer Care and Billing systems at a company that supplies utilities, telecom or construction.
- Experience as a Project Leader, Product Owner or Scrum Master is a plus. Knowledge of Application Development methods and processes, Software

### Hiring organization

Candidate-1st

### Employment Type

Full-time

### Beginning of employment

asap

### Duration of employment

permanent

### Industry

IT

### Job Location

Voorburg

### Working Hours

40

### Base Salary

euro 4900 - euro 6400

### Date posted

February 2, 2024

### Valid through

31.03.2024

development tools such as Jira, MS DevOps is required.

- The candidate must be able to develop new applications in C# .Net or Multistack developer and have experience with SQL databases and develop and test interfaces between systems with middleware tools or APIs.
- The candidate must be fluent in both Dutch and English, both verbally and in writing.
- Someone who has worked as a Test Manager in a Customer Care and Billing environment and wants broader responsibility. Application manager looking for a new challenge/Senior developer who wants more management tasks.

#### **Job Benefits**

##### Compensation

Annual salary: €63,504 – €82,944 Monthly Salary: €4,900 – €6,400

Minimum hours per week: 32