



Job offer

ip-label is a software vendor which specializes in measuring user quality of experience on all digital services. ip-label solutions provide insights for managing the availability, response times, and performance of any type of application (web, business, mobile, voice, video, etc.).

These solutions enable the businesses which are ip-label's customers to optimize the quality of their applications, services, and infrastructures throughout the world (over 1000 customers).

A leading player in the APM (Application Performance Management) market, ip-label also offers consulting services to assist businesses in optimizing the performance of their information systems: performance audits, diagnostics of malfunctions, and load testing.

ip-label is a fast-growing SME on a human scale (a workforce of over 100 worldwide). It has been recognized as an 'Innovative Enterprise' by the ANVAR (the French national agency which rewards excellence in research) and, in keeping with this recognition, devotes significant R&D efforts to designing and producing new solutions in its field of expertise.

With a direct presence in France, Spain, China, Tunisia, Sweden, and Finland, and a network of certified partners in other parts of the world, ip-label is the European frontrunner in its market segment.

To sustain its growth ip-label is recruiting:

A Customer Success Team (CST) engineer

Job description

As part of the CST team (in charge of after-sales customer care), you will perform the following tasks:

- configure the ip-label metrology system for customers (including development of automation scripts for measurement robots)
- process incident tickets
- analyze measurement results (network and application)
- conduct review meetings with customers (present metrology report to customers)

Profile

- Good knowledge of web technologies: HTML, JS, JSP/PHP, web servers
- Good knowledge of networks: protocols, routing, network traffic monitoring



- Familiarity with customer support work
- Independent: you are skillful in analyzing, organizing, and proposing solutions
- Rigorous: doing a job well, meeting deadlines, and satisfying customers motivates you
- You are customer-oriented and have excellent communication and analytical skills
- Excellent speaking and writing skills in French and English

Why choose ip-label?

- To work with customers in the top 10 of their industry: global leaders in luxury goods or automobiles, or purely web players in e-retail, video, and online services.
- Digital transformation, mobility, cloud computing: your job revolves around these topics which are shaping the economy.

Join us to become a specialist in user quality of experience ("QoE")!

After successfully completing 3 years in this position, possibilities may arise for changing jobs within the company (consultant, sales, pre-sales engineer).

Additional information

- Salary: commensurate with experience
- Level of experience required: recent graduate
- Level of education required: Bac+5 (5-year higher education degree)
- Type of contract: CDI
- Status: full-time

Contact

Email: recrutement@ip-label.com