IT SUPPORT
ROLE DESCRIPTION

We are a growing social business, and we need team members who want to be an actor of change. Sulitest influences higher education and corporation to mainstream sustainability. We are used on 5 continents and recognized by the UN (see our last report published for the UN HLPF).

Here we are specifically looking for someone to be our IT interface with our customers.

Your mission

Sulitest’s IT platform is at the core of our activities. Your mission, if you were to accept it, is to help users navigate through our tools, respond to customer inquiries and support users’ experience to help them to rock the world towards sustainability.

You will be the interface with our users and you will work directly alongside our IT product owner to give feedback on the users’ needs and common questions in order to improve the platform design and use. You will also support the specification and acceptance testing of the new tools to be developed.

Responsibilities

- Identify users’ needs and help them use specific features
- Ensure direct IT support to users, handling their request or doubts, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Know our products inside and out so that you can answer questions.
- Analyze and report incidents and/or product disfunctions (for example, by testing different scenarios or impersonating users)
- Contribute your understanding of common user experience obstacles to be improved in our platform

About YOU

You thrive in a dynamic and meaningful environment and are excited about the opportunity to work for a purposeful project.

- You have experience with technical customer support or SaaS. This role could also be arranged as placement before graduation
- You are driven by users’ experience and excited by problem solving
- You speak fluently English and French (Other languages are always a bonus as we are an international organization)
- High standards & kindness: with yourself as with others, you seek excellence while accepting to be only a human with limited power
- Fun & serious: You work seriously without taking yourself too seriously
- Proud & humble: You know how to rejoice in our successes, such as accepting, learning, and sharing your mistakes
- Me, We, All of Us: You are committed, and you believe in taking care of yourself, the collective and the whole world
About Us

- Our core team is composed by Aurelien, JC, and Estela. We are a small, but hard-working and fun team who truly value trust and cooperation. After a successful fundraising we are opening 7 positions to grow our team. Why should you join us? Because we share a bold vision, we help each other to achieve that vision and we trust that each of us is doing our contribution to the best of our ability. And we are very proud to work with a great community of supporters around us!

- At Sulitest, you’ll be given a lot of space to explore, contribute and grow. As a small team, you’ll often wear different hats, either because the team needs it or because you would like to try a different style. New ideas are very welcome, and if you are proactive and eager to learn, Sulitest is a great place for you.

- Our social business is called Sulitest Impact because impact is at the forefront of everything we do, while we also have the responsibility to make the business successful and sustainable.

- We are big believers of collective intelligence, co-responsibility, and co-creation. Joining Sulitest at this early stage will be even more special as you’d have the opportunity to help us shape the culture and how we work. We also care for each other on a personal level, and we put relationships first.

WHEN
First Semester 2022.

WHERE
We are a close-knit team that knows how to work independently. We have two offices: one in Paris (near the Cours Saint Emilion), and the other in Marseille (in the “Parc National des Calanques” in Luminy).

We like to be together physically to work, but we also know how to adapt to the needs of each one.

REMUNERATION
From 31k€ to 37k€, including collective bonus

HOW
Share with us your CV and why you are interested in the role, by sending an email to contact@sulitest.org