



Service-minded IT supporter with great technical understanding

Are you an IT supporter who gets motivated by being a key person for the technical part of our products?

Do you get motivated by joining a small team of dedicated supporters who put the bar of customer support and -service very high?

Have you got an eye for detail and deliver great results even though the deadline can be tight?

As an IT supporter at My Instore Radio you will get the chance to work in a professional environment where the customer is always in focus. We focus on personal development and -responsibility.

About us

We are a Billund based and fast-growing production company. My Instore Radio was founded in 2011 and now employs 11 colleagues including Developers, Supporters, Sales representatives etc. 3 of our colleagues are based in Los Angeles, USA.

We are providing background music and digital signage solutions to stores, restaurants, hotels etc. around the world.

My Instore Radio is located together with AVdesign and in total we employ about 29 skilled colleagues of different nationalities.

About the role

The role does not necessarily require high level of experience or education. We value the service-mindset and the natural interest in the technical understanding and overview. You will be the sparring partner to our development department.

The ideal candidate will have knowledge in Android development (for testing our players) – but this is not a demand on our part. Experience in updating websites will also be an advantage.

We offer work experience and exciting challenges where you can make a real difference.

Responsibilities:

- Part of the test process of our products.
- Developing the different solutions regarding our players.
- Coordinating and responsible for all inhouse support – a naturally go-to person for your colleagues.
- Fully responsible, together with the rest of the team, that our customer support run as planned and to clients' expectations.



my instore radio™

About you

High level of service, positive attitude, and very good communication skills – both in Danish and English. Both languages must be mastered at a high level in both writing and speech.

You have a technical understanding, can immerse and at the same time be friendly and outgoing.

It comes naturally for you to take responsibility for the team's performance.

Your profile:

- Have a high technical understanding and interest.
- You can overview different IT system and projects – and still deliver results as agreed.
- Ideally experience in Android and PHP developing.
- Thrives with a wide palette of assignments.
- Show initiative with a proactive and flexible approach.
- Help innovate and increase customer success.
- Get motivated by being a key person in the technical part of our solutions.
- Have a strong work ethic.
- Be a team player who can work collaboratively and contribute to the team.
- Flexibility approach to working hours.

Additional information

We would like you to join us as soon as possible.

The position is permanent.

Working hours are 37,5 hours per week and goes from 09.00-17.00 Monday – Friday. We have a rotation in the support team regarding covering the weekends. In the weekends you can work from home.

The role is based in Billund, Denmark. Working from home is not an option from Monday - Friday.

If you have any question about the job, please get in touch on:

application@myinstoreradio.com

We look forward to receiving your motivated application and CV on:

application@myinstoreradio.com

We will interview potential candidates on an ongoing basis and deactivate the job advert once the position has been filled.