

## Company Overview

*Questel's mission is to facilitate the development of innovation in an efficient, safe and sustainable way.*

*Questel provides an integrated platform of software and services to meet all needs in terms of intellectual property and innovation management.*

*With more than 20,000 customers in 30 countries, Questel has become a world leader whose IT expertise is recognised throughout the world and is reflected in all its offerings.*

*At Questel, our employees, based in Europe, North America, China, Japan, India and many other countries, are the company's main shareholders. On a day-to-day basis, this is reflected in the strong involvement of our teams, collaborative processes and short decision paths.*

*Our company, supported by first-class investment funds and based on strong values of entrepreneurship, respect and honesty, pursues both a strategy of strong growth and a commitment to social and environmental responsibility.*

## Your next adventure awaits here...

As part of our IP Support Consultant team, you will be the interface between our customers, our sales team and our technical teams.

You will be in charge of receiving incoming calls and emails, operational and technical support.

You will respond to customer requests and follow the existing procedure to solve problems (use of a bug tracker) ; you will support the customer in the use of our Orbit software suite (Intellixir, Orbit Intelligence, Orbit Express) which is constantly evolving.

You will participate in the testing phases before the updates and will take action on certain specific aspects.

You will be responsible for training customers online or offline and for this, you must be able to transmit your know-how online using our tools. You will travel to train customers.

You will of course be trained in our technologies and largely supported by experienced support engineers who will pass on their know-how and "recipes" to you.

With time, you will manage more and more complex problems on your own. You will have a key role as a real witness of the customer experience, you will communicate requests for improvement of our products.

The list of responsibilities above is not exhaustive. You will be requested to work on various subjects, with various interlocutors in a multicultural, growing and challenging environment.

## The perfect match...

With a BAC+2 in e-documentation and/or in relation to intellectual property (patents), you ideally have a first professional experience in one of these fields:

- \* Use of the \*Orbit\* monitoring tools

- \* Knowledge of the \*Patents\* filing procedures

Customer oriented or with significant experience in customer service (B to B), you have a good ability to understand technical problems and bring a real interest to solve them.

You are "Tech friendly" and have demonstrated your technical versatility in a customer interface role.

Your writing skills are undeniable.

Fluency in \*English and French\* is required.

A third European language (italian, spanish, german) will be a real asset.

## Personal attributes

Autonomy and team spirit

Time management

Availability

Taste for learning & listening

Good interpersonal skills

Ability to communicate

***Join Questel, a growing international group, and live a great human adventure!***

**What we offer...** permanent contract, **attractive remuneration, profit-sharing bonus**, CSE benefits, restaurant card, health insurance, part-time remote...

**Job Location** Sophia-Antipolis (France)