



Call for Applications: 2nd Level Customer Support Job Advert

The European Medicines Verification Organisation

The European Medicines Verification Organisation (EMVO) is the Brussels based organisation responsible for bringing forward the European Medicines Verification System (EMVS).

EMVO was created in 2015 as a joint initiative of EU supply chain stakeholders, representing manufacturers (EAEP, EFPIA, Medicines for Europe), wholesalers (GIRP), community pharmacists (PGEU) and hospitals (EAHP, HOPE) and is bringing forward the EMVS in accordance with the EU's Falsified Medicines Directive (FMD) and the Delegated Regulation (DR). It ensures the implementation of a functioning, secure, interoperable and cost-effective system across Europe, to ensure patient health and safety.

EMVO is a dynamic, multi-lingual team undergoing a period of growth as we adapt our structure to meet the needs of the Operational Phase of the EMVS. In order to meet these needs, we are seeking a Level 2 Customer Support Engineer to provide functional, technical and business support to EMVO's customers and related parties.

Our 2nd Level Customer Support Representative

Reporting to EMVO's Customer Support Centre Manager, you will be responsible for answering, analysing and following up the tickets which have been assigned to you. You will look for solutions to the enquiries made by customers and will remain in direct contact with the customers and work, if needed, in close collaboration with the L3 support teams. You will hand over the more complex tickets to the business and technical experts within EMVO or the System Supplier. In addition, you will explain the functioning of the EMVS system to customers in line with the URS Specifications and system design.

It is an exciting time to join our team, to make a valuable contribution to the successful running of the EMVS, and to be involved in growing a project which is of vital importance to the European pharmaceutical sector.

Required skills & competences:

- You have a technical background
- Preferably you have already worked in a service or support centre and have handled incidents and tickets
- You are acquainted with ticketing systems
- You are able to understand the functioning and requirements of the system
- Knowledge of ITIL principles, Microsoft Azure and Microsoft Dynamics 365 is a plus
- You are delivery driven
- You are a team player
- Equipped with a sense of urgency
- A Problem solver
- Ability to work in multinational environment
- You have strong verbal & written communications skills
- You are flexible, proactive and can focus on results.

- You are fluent in English and at least 1 other European Language
- Experience in the pharmaceutical sector/supply chain would be an asset
- A level of education which corresponds to a completed bachelor's attested by a diploma

What we can offer you

- A full-time position in the centre of Brussels
- An attractive salary supplemented by a number of fringe benefits.
- A dynamic working environment with an open culture and pleasant atmosphere
- Our offices are located in the center of Brussels, easily accessible by public transport.

Interested?

If this sounds like a match, then we want to hear from you

Send your CV and motivation letter to recruitment@emvo-medicines.eu before September 30th

Data Protection:

When applying to EMVO you agreed to the Data Protection policy.

