

A background image showing a man in a server room. He is looking at a computer monitor. The room has blue lighting and server racks in the background.

## Dstny – Platform Support Engineer (L3) UCaaS & Connectivity

### About the role...

We are looking for a motivated Platform Support Engineer to join our L3 support organization and grow into a key technical contributor within our UCaaS and connectivity platforms.

This role is ideal for someone early in their career who has a solid technical foundation and a strong willingness to learn.

You will work closely with experienced L3 and L2 engineers, supporting daily operations, troubleshooting incidents, and gradually building expertise in modern communication and network technologies.

### What You'll Do

#### Support & Troubleshooting

- Act as 3th line for incidents related to UCaaS and connectivity services
- Assist in troubleshooting issues related to:
  - Cloud telephony (VoIP / SIP)
  - Microsoft Teams integrations
  - Connectivity (routing, switching, WiFi)
  - Network security (firewalls, access)
- Escalate complex issues to senior engineers or group engineering with clear documentation and analysis
- Follow incident management processes and contribute to timely resolution

#### Learning & Development

- Build knowledge of platforms such as Cloud IPBX, CRM integrations, and SDWAN
- Learn from Level 2/Level 3 engineers through hands-on support and mentorship
- Learn from group engineering teams to bring back skills needed for our local support environment
- Actively develop troubleshooting skills and technical understanding

#### Documentation & Knowledge Sharing

- Contribute to internal documentation (how-to guides, troubleshooting steps)
- Keep tickets and incident reports clear and well-structured
- Help improve the team knowledge base over time

#### Operational Support

- Assist with routine operational tasks and monitoring

- Support system checks and health monitoring
- Identify recurring issues and flag them to senior team members

## What we're looking for in you...

### Core Skills & Mindset

- 1–3 years of experience or a relevant technical degree (networking, IT, telecom, etc.)
- Understanding of:
  - Networking fundamentals (IP, DNS, routing basics)
  - VoIP or telephony concepts
- Strong interest in cloud communication and connectivity technologies
- Analytical mindset and eagerness to solve problems
- Willingness to learn and grow in a fast-paced technical environment
- Good communication skills and ability to explain issues clearly

### Nice to Have

- Exposure to Microsoft Teams, VoIP, or networking environments
- Scripting or automation interest (e.g., PowerShell, Python)
- Certifications like CCNA or ITIL (or willingness to pursue them)

### Growth Path

This role is designed as a stepping stone toward more advanced engineering positions. With the right mindset and development, you will grow into:

- A strong senior Level 3 support engineer or teamleader
- A specialist in UCaaS, networking, or platform operations
- A contributor to automation and platform improvement initiatives

### What Makes a Great Fit

Someone who:

- Is curious and not afraid to ask questions
- Enjoys troubleshooting and figuring things out
- Takes ownership of learning and improving
- Wants to build a long-term career in modern communication technologies

## What we can offer you...

- A key role in a fast-growing European tech company
- A collaborative, no-nonsense culture with room for initiative
- A team of passionate colleagues who love what they do
- A chance to make a real impact on Dstny's growth journey
- A challenging job in a fast-growing company where you can also grow yourself (with plenty of room for training)
- A competitive salary, including an eco-friendly company car with fuel/charging card or an interesting flexible mobility budget.

- Electronic meal vouchers, health insurance.
- Seniority days: extra vacation days based on your seniority (1 day every 3 years, up to a maximum of 4 days)
- Flex Income Plan: tailor extra advantages using your budget of your 13th month
- Access to Benefits@Work: enjoy discounts at a wide range of popular brands and retailers
- Flexible working hours, with the possibility of remote work. Because in digitalization, we should set a good example, right?
- A pleasant working environment in a renewed Dstny house, customized to the wishes of our Destinians.
- A great team of colleagues and wonderful customers.
- A friendly atmosphere with regular fun team-building activities or company events.
- Always fresh soup, fruit, and delicious coffee.
- To be a part of the Dstny family: an ambitious, inclusive and people-centric organisation

<https://dstny.be/>