

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/>