

## Dstny – Support Engineer – UCaaS & Connectivity

### About the Role...

As a Support Engineer at Dstny, you will be part of our frontline support organization, helping customers and partners resolve technical issues related to our UCaaS, telephony, and connectivity solutions.

You will act as a Level 1 / Level 2 engineer, handling incident analysis, troubleshooting, customer communication, and service follow-up. You'll work closely with senior support engineers and platform specialists to ensure fast and high-quality issue resolution.

This role is ideal for someone who enjoys solving technical problems, communicating with customers, and building expertise in modern cloud communication technologies.

#### What You'll Do

##### Customer Support & Troubleshooting

- Handle incoming incidents and service requests related to UCaaS and connectivity solutions

##### Troubleshoot issues related to:

- VoIP and SIP telephony
- Microsoft Teams integrations
- Connectivity and networking
- End-user devices and configurations
- Perform initial diagnostics and resolve incidents within agreed SLA targets
- Escalate more complex issues to Level 3 engineers with clear documentation and analysis
- Keep customers informed throughout the incident lifecycle

##### Operational Support

- Monitor platform alarms and service health
- Assist with routine operational tasks and checks
- Follow support procedures and contribute to service continuity
- Help identify recurring issues and improvement opportunities

##### Documentation & Knowledge Sharing

- Maintain accurate ticket updates and incident documentation
- Contribute to internal knowledge base articles and troubleshooting guides
- Share learnings and collaborate with colleagues across teams

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

You are customer-focused, technically curious, and eager to grow within a fast-paced telecom and cloud

communications environment, and you have ;

- 1–3 years of experience in a technical support or helpdesk role

**Good understanding of:**

- Networking fundamentals (IP, DNS, DHCP)
- VoIP or telephony concepts
- Windows and Microsoft 365 environments
- Strong troubleshooting mindset and willingness to learn
- Ability to communicate clearly and professionally with customers
- Good organizational and documentation skills
- Language Requirements ; Fluent in Dutch and French & Very good knowledge of English (spoken and written)

**Nice to Have**

- Experience with SIP, VoIP, or Microsoft Teams
- Exposure to telecom or ISP environments
- Familiarity with ticketing tools and monitoring platforms
- Basic networking knowledge (routing, switching, WiFi)
- Certifications such as ITIL or CCNA are a plus

**What Makes You a Great Fit**

Someone who:

- Enjoys helping customers and solving technical issues
- Stays calm and structured under pressure
- Is eager to learn and grow technically
- Works well in a collaborative team environment
- Takes ownership and follows issues through to resolution

## What we can offer you...

At Dstny, we believe great people do their best work when they feel supported, challenged, and connected.

In return, we offer:

- A collaborative and supportive technical team environment
- Exposure to modern UCaaS and cloud communication technologies
- Learning and development opportunities
- Career growth possibilities within an international technology company
- A flexible and innovative workplace culture
- 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

Join Dstny and help shape the future of communication and hybrid work.

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<https://dstny.be/>