

# Quality control/Support specialist

Were you always interested in knowing how things are made and testing new products and features? You are a tech enthusiast, you have good analytical, communication and problem-solving skills? Join Digitéal and take on an active role in a European e-invoicing and e-payment revolution!

## Our Mission

By developing invoice presentment, payment and Open Banking solutions in partnership with integrators, invoicing & accounting software companies, Digitéal helps its customers to get paid faster, more regularly and at a lower cost. In other words, Digitéal is helping companies to use the "2023" best practices (by reducing the ecological & economical waste of paper bills for instance) to finally improve the user experience of consumers.

## Our Company

Our Fintech is a Payment Institution authorized by the National Bank of Belgium with a European scope. It is compliant with rigorous regulations of the financial sector, yet you will be surprised, among other things, by our self-management type of organization. At the heart of all our activities are trust and transparency towards our employees, customers and investors.

Created in 2015 by the payment expert Cédric Nève, Digitéal is a scaleup with notorious shareholders such as the Colruyt Group and Credendo. Take the opportunity to participate in this adventure with us.

Our clients are public and private companies, usually sending mass payment requests (online payments, invoices, requests to pay, etc) such as E-commerces, Utility companies, Hospitals, Municipalities, Marketplaces, etc. Some references that you may know: Mozzeno, Elindus, DATS 24, Rombouts, Van Zon, Symeta Hybrid, in BW, etc.

## Your role within Digitéal

Actively participating in the test cycle together with the Quality Lead in order to ensure that the delivered products/features meet the necessary requirements.

You will be testing a wide range of products, from internal to external ones.

You will contribute to ensuring the quality and functionality of our software while also fostering effective communication between development, design, and product teams. Your role goes beyond traditional testing, as you actively engage with team members to understand requirements, communicate findings, collaborate on solutions, and fix verification.

You will be part of our Support team providing exceptional assistance to our customers. Part of your mission is to ensure customer satisfaction by addressing inquiries, resolving issues, and offering timely and helpful solutions.

## Your profile

**You have at least one year experience in software testing and quality assurance where you performed API testing (Postman).** You want to get involved in a business project strongly focused on collective intelligence and self-management. You are able to be autonomous while being a teamplayer.

### ■ You master the following skills

- ▶ Client orientation
- ▶ Active listening
- ▶ Attentive to details
- ▶ Problem-solving
- ▶ Analytical mindset

### ■ Good to have

- ▶ Ticketing management system (Jira)
- ▶ API testing (Postman)
- ▶ Automated tests (Postman, Selenium)
- ▶ Performance testing (Jmeter)

- ▶ Functional testing
- ▶ UI knowledge

Proficiency in English is a must as all technical documentation is in English. Dutch & French are an asset.

## ■ Your responsibilities

You must be able to read, understand and relay a product description, including the technical documentation. You should also be able to understand the workflows and various product diagrams prior to develop / achieve the below;

- ▶ Develop comprehensive test plans based on product acceptance requirements.
- ▶ Execute test cases and scenarios, ensuring thorough coverage of all features.
- ▶ Identify and document bugs with clarity and precision
- ▶ Act as a liaison between development, design, and product management teams.
- ▶ Participate in daily meetings and cross-functional meetings to understand project goals and updates.
- ▶ Communicate testing progress, challenges, and insights to the team using Agile methodology.
- ▶ Stay updated on best practices and testing methodologies including tools.
  
- ▶ Propose and implement process improvements to enhance overall product quality.
- ▶ Maintain a deep understanding of our products and services to provide effective support.
- ▶ Stay updated on product updates and changes to better assist customers.
- ▶ Gather customer feedback and insights to share with the product and development teams.
- ▶ Advocate for customer needs and improvements based on user experiences.
- ▶ Respond to customer inquiries via various channels (email, chat, phone) promptly and professionally.
- ▶ Provide accurate information and assistance regarding product features, usage, and troubleshooting
- ▶ Troubleshoot and resolve customer issues, escalating to the appropriate teams when necessary.
- ▶ Ensure timely follow-up on customer problems to guarantee resolution and satisfaction.

## Why Digitéal?

You have the opportunity to participate in an innovative European business project.

We offer an attractive salary package in line with your knowledge and experience including health insurance (hospitalization + dental), pension plan, training package, etc.

You will enjoy a fulfilling work in a dynamic company respectful of the human person (teal management believer).

You can benefit from an environment that promotes learning and discovery.

You're the one?! Let know us why: [work@digitéal.eu](mailto:work@digitéal.eu)

## Practical information

Company HQ location : Mont-Saint-Guibert

Remote work is possible

Status : employee

<https://linktr.ee/digitéal>