



Technician 2nd Level Support Specialist

Workplace: 10000, Rabat

Apply online!

What to expect:

- Incident Management & Technical Support
- Provide technical expertise and troubleshooting support for 1st level roadside assistance teams
- Analyze and classify incidents, identifying root causes and providing effective resolutions
- Forwarding of unsolvable problems to 1st level support for their initiation of an RSA vehicle or towing services
- Assist in implementing temporary workarounds to minimize downtime for customers
- Maintain active communication with customers, service providers, and stakeholders during incidents
- Coordination & Communication
- Ensure accurate and timely information sharing between all involved parties
- Monitor case progress and provide updates to customers and stakeholders
- Knowledge & Process Improvement

What you bring along:

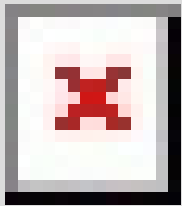
- Education & Experience
- Bachelor's degree in automotive technology, information technology, or a related field (or equivalent)
- 2+ years of experience in technical support, roadside assistance, or automotive troubleshooting
- Technical Skills
- Strong understanding of automotive technology, vehicle diagnostics, telematics, and roadside assistance operations
- Proficiency in ticketing and CRM systems for managing customer cases
- Sound experience with vehicle connectivity systems, OBD tools, and remote diagnostics
- Soft Skills
- Excellent problem-solving skills with the ability to handle high-pressure situations
- Strong communication and coordination skills to interact with customers and service teams

- Maintain and update the knowledge database with new troubleshooting solutions and best practices
- Analyze incident trends to propose process improvements for faster issue resolution
- System & Tool Management
- Utilize CRM and ticketing systems (e.g., Salesforce, ServiceNow, Jira) to manage and track support cases
- Work with diagnostic tools to remotely assess vehicle status and possible failures
- Ability to work in shifts if required, ensuring 24/7 support coverage
- C1 level of: English mandatory or German or Spanish

With more than 50 facilities in Europe, the Bertrandt Group has been providing development solutions for the international automotive and aircraft industry since 1974. Every day, more than 15 000 employees guarantee extensive know - how and support our client (Manufacturer and OEM) with management, design and industrialization solutions.

Bertrandt Technologie Morocco offers you opportunities in the automotive sector (body in white, interior and exterior, layout, powertrain, and electronics). Moreover, we are also present in interdisciplinary field such as project management, quality management, supply chain/industrialization and validations.

What we offer:



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