








Recruitment of 2
Junior Support Engineers (m/f)

Worldwide leading company
Electronic security & ICT

Reference : EC387
Job description

Contact and information

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A unique opportunity in Cloud Computing !

The Company

Our client is a leading manufacturer of electronic security systems (intruder alarm, physical access control, CCTV, integration) supplying security installers, integrators and ICT service companies worldwide.

Objectives of the position

To support the introduction and deployment of a revolutionary Software as a Service (SaaS) approach, they are looking for two Junior Support Engineers for their European headquarters located in Brussels.

Job description

- Serves as first line support person for handling customer queries & service requests.
- Responsible for troubleshooting and resolving technical problems, mainly over the phone, while assuring a quality solution for all inquiries within a limited and restricted response & repair time.
- Accountable to maintain a fluent communication with customers on required operational guidelines as well as case handling status and resolution description.
- Responsible to log the case and the associated actions taken, on the CRM, escalate to expert team in case of a need.

Qualifications

- Computer / Electronics Engineering Degree
- The 2 positions are open for young graduates.

Competences

- Able to analyze and resolve complex malfunctions events involved in Hw & Sw.
- Strong Technical background and knowledge of IP protocols, Network topology & management.
- Acquainted with data bases (MS SQL, Oracle DB,...)
- Familiarity with security systems (intruder alarm, physical access control, CCTV) will be considered as a plus.

Profile

- Analytical skills, system oriented, creative and flexible in troubleshooting activities, able to deliver quality service.
- Strong service attitude, responsive, has good communication and interpersonal skills.
- Self learner, self motivated, excellent team player.

Languages

- Very good command of English
- 1 Support Engineer has to be perfectly fluent in English and French.
- 1 Support Engineer has to be perfectly fluent in English and Dutch.

Offer

- Join a dynamic and international company strongly investing in innovation
- Take part in the deployment of a Cloud Computing (SaaS) approach
- A challenging job in a young and energetic environment. Professional development with internal and external training as well as career path opportunities within the company.
- Attractive salary with benefits package such as lunch vouchers, group insurance, mobile phone, laptop and company car.

Contact

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Please always mention reference EC387. Your application will be treated with full confidentiality.