



## JOB DESCRIPTION – Customer Services Engineer Video

Tein Technology is passionate about new technologies. You too? Are you looking for a varied job, a challenge in the field where you can analyze, install and resolve technical issues in high end security systems? **Then join our technical team as Customer Services Engineer Video!**

Mainly active in Belgium and the Netherlands, we are a leader in the integration of voice and video platforms for clients such as banks, ports, road and waterway traffic centers and the police.

## RESPONSIBILITIES

As Customer Services Engineer, you will be part of the Operations Department. You will be responsible for the preventive and corrective maintenance of different products and solutions installed at the customers site. When an issue occurs, you will analyse the problem and you will search for best solution in order to resolve the issue. Besides your maintenance tasks, you will also work in close collaboration with our Project Engineers. You will participate in the implementation of new installations at the client. You will be trained in diverse new technologies.

### Maintenance:

- Execute first and second line corrective maintenance 24H/7D on different products/technologies.
- Carry out preventive visits following maintenance contracts.
- Update site documentation after intervention (software release, installed base...).
- Participate in tests setups required for demo, exposition and/or product validation.
- Perform updates on existing installations....

### Project Based:

- Implement and install projects:
  - Prepare future installations in lab environment.
  - Install and commission the solution at the customers site.
  - Give training sessions to Users and Administrators.
  - Identify, log, describe, escalate and follow up until resolution all issues arising during project implementation.
  - Document the installation (As-built) and create of user manuals.
- Act as technical focal point towards the customer: listen, understand and communicate with the client regarding his “wishes/ requirements” and report towards your colleagues.
- Perform upgrades and extensions on existing installations.
- Interact with the presales team on the design of the solution in the presales fase.

## POSITION'S REQUIREMENTS

### Education, Knowledge & Work Experience:

- Industrial engineer in Electronics/ICT (Master) or experienced Bachelor ICT.
- First working experience.

### Required skills:

- Fluent in Dutch. Intermediate level French and English.
- Excellent communication skills (oral as well as written).
- Good client relationships: being the technical contact person.
- Virtualization knowledge (VMware).
- Knowledge about Networking (CISCO ICND1 & ICND2)
- Analytical thinking and able to create technical designs.
- Open minded, innovative and proactive.
- Being autonomous whilst being a team player.
- Dynamic, flexible and eager to learn.
- Being solution driven, a passion for problem solving.
- Relevant experience in security business (video, camera, access control) is a plus

## OFFER

- A very dynamic 'family owned' company, where every employee counts and is appraised for his/her qualities.
- Unique work environment : a modern office in the heart of Brussels.
- High end technological solutions.
- Responsibilities and challenges, openness and collaboration.
- Internal and external technical trainings.
- Flexible hours to avoid partially mobility problems.
- A unique corporate culture: access to all levels of the management, listening, understanding, recognition and also time for fun.
- Attractive salary package – the whole range of extra legal benefits: a company car, fuel card, groups- and hospitalization insurance, meal vouchers, eco vouchers, birthday gift, laptop, mobile phone and net expenses.



## CONTACT

Are you interested in this challenging opportunity? Please feel free to send us your motivational letter and resume at [jobs@teintechnology.be](mailto:jobs@teintechnology.be)

Tel: +32 02 240 64 62 - Contact person: Ilse Sleeckx