



WORK WITH THE BEST – JOIN US AS A CUSTOMER SERVICE VIDEO

Tein Technology is passionate about new technologies. Are you too? Are you looking for a diverse job, one where you get to take on challenges in the field analyzing and installing high-end security systems, and resolving technical issues? **Join our technical team as a Customer Service Video Engineer!**

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.

GET A HEAD START!

Do you want to start your career on a high, working in a dynamic company with an abundance of training opportunities? Do you have a passion for ICT and like to turn problems into solutions? Join us as a Customer Service Video Engineer!

Working within the Operations Department, you'll be in charge of preventive and corrective maintenance for different products and solutions installed at client sites. Whenever an issue arises, you'll get to analyse the problem and come up with the best solution in order to resolve the issue.

Alongside your maintenance tasks, you'll get to work closely with our Project Engineers. You'll take part in the implementation of new installations at clients, and you'll get trained in diverse new technologies!

Maintenance:

- You'll be executing first- and second-line corrective maintenance on different products/technologies, as part of a 24H/7D rotation.
- You'll get to carry out preventive visits for maintenance contracts.
- You'll update site documentation after each intervention (software release, installed base, etc.).
- You'll get to take part in setting up tests required for demos, exhibitions and/or product validation.
- You'll perform updates on existing installations.

Project Based:

- Implementing and installing projects
 - You'll get to prepare future installations in a lab environment.
 - You'll install and commission the solution at the client's site.
 - You'll get to give training sessions to Users and Administrators.
 - You'll be documenting installations (As-built) and creating user manuals.
- You'll be clients' technical go-to person, listening to them, empathizing and communicating with them regarding their wishes and requirements and reporting back to your colleagues.

ARE YOU OUR PERFECT MATCH?

Your education, knowledge & work Experience:

- Are you an industrial engineer electronics/ICT or master in ICT, or do you have a bachelor in ICT and 3 to 5 years' experience?

Your skills:

- Are you fluent in Dutch or French and conversational in English?
- Do you have away with words, spoken and on paper?
- Are you like a fish in water with clients, being their technical contact person?
- Do you have a good grasp of virtualization (VMware)?
- Do you know your way around Networking (CISCO ICND1 & ICND2)?
- Do you have an analytical brain, are you dynamic, flexible and keen to learn?
- Do you thrive on turning problems into solutions?
- Do you have relevant experience in security business (video, camera, access control)? Not a must, but it's a plus!

OFFER

- Feel right at home in a highly dynamic 'family-owned' company, where every employee matters and is valued for their qualities.
- Live something special with a unique work environment, in a modern office in the heart of Brussels.
- Get to work on high-end technological solutions.
- Take your skills to the next level, with real responsibilities and challenges, in a spirit of openness and collaboration.
- Keep growing, with exciting internal and external technical training opportunities.
- Escape rush-hour ordeals, with flexible work hours.
- Love where you work, with a unique corporate culture ensuring access to all levels of management – be heard, understood and recognized, and know that we always make time for fun too.
- Enjoy an attractive salary package, with a whole range of perks: a company car, fuel card, group health 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 cover letter and CV at jobs@teintechnology.be

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