



City Surveillance



Control Centers



Maritime



SightVision™ VMS



Trading Rooms



Traffic

Job description – Customer Services Engineer Video

Are you passionate about new technologies? 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 you are the one that we are looking for to strengthen our technical team as Customer Services Engineer Video.

[Tein Technology NV](#) is a family company active in the Security world 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 .

Recently, we have won a number of technically challenging projects :

- Flanders : [Automatization of the Flemish tunnels](#), [video surveillance of the harbor of Newport](#), video surveillance of the city of Knokke with the integration of license plate recognition.
- Brussels : emergency phones in the tunnels
- Wallonia: surveillance of the hydroelectric power station Plat Taille at Lac de l'Eau d' Heure , [Weigh in Motion project](#), emergency phones in the tunnels of Liège,...

Responsibilities

As Customer Services Engineer, you will be part of the Operations Department. You will be technically responsible for the implementation of our voice solutions at the client.

Therefore, you will intensively collaborate with the Project Engineers and Project Managers.

Your tasks includes namely :

➤ 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:

- Implementation of projects:
 - Prepare future installations in lab environment
 - Installation and commissioning of the solution at the customers site
 - User and Administrator training sessions.
 - Identify, log, describe, escalate and follow up until resolution all issues arising during project implementation.
 - Documentation of the installation (As-built) and creation 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 (Bachelor).
 - 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 interested in this challenging opportunity? Please feel free to send us your motivational letter and resume at jobs@teintechnology.be

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