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Support Engineer – Variable Speed Drives

Description

For one of its clients – a leading international manufacturer of electrical products and provider of associated services – Artemys is searching for a **Support Engineer – Variable Speed Drives**, who will be responsible for providing high quality service and technical support to the company's clients, buyers and users of VSD technology.

Location: Brussels

Responsibilities

As a **Support Engineer – Variable Speed Drives**, you will be part of a large industrial business unit that provides services to the clients in Belgium and the Netherlands that need complex solutions for the control of electric motors. Your primary responsibility in that role will be to process client queries and to provide technical assistance to the clients with respect to VSD technology (**Variable Speed Drives / Frequentieregelaars / Régulateurs de fréquence**) products and services.

Key roles and responsibilities:

- Effectively manage client queries by providing answers to clients' questions about the products and services they use (Variable Speed Drives – LV and MV drives, compact drives, process drives, etc.), resolving and/or escalating technical issues, etc.
- Work mostly via phone – receive incoming client requests, perform diagnostics to understand the nature and the root cause of the problem, troubleshoot, provide tips, advise the course of action, perform follow-up
- Train continuously to develop the required skills and technical knowledge about the technology, products, and services in the field of industrial automation and Variable Speed Drives
- Communicate regularly and effectively with engineering teams to share knowledge, as well as to escalate more complex issues, provide accurate and timely information on the content of the query and all the necessary details in the event of an assistance/intervention needed
- Multitask, i.e. handle multiple queries at a time, and prioritise client service needs and requests
- Perform relevant administrative tasks to ensure that all client queries and resolutions are properly recorded in internal systems

Qualifications

Technical skills and experience:

- A relevant technical degree in industrial electromechanics
- Fluency in Dutch or French + good knowledge of English
- Experience in similar roles and technical knowledge in the field of automation and Variable Speed Drives technology
- Good understanding of service processes
- Ability to understand clients' business, needs, and support issues

Employment Type

Full-time

Duration of employment

Undetermined

Industry

Energy and automation

Job Location

Brussels

Date posted

12 June 2022

Valid through

12.07.2022

Other competencies and qualities:

- Strong communication skills, over the phone/in-person/in writing
- Strong problem-solving skills
- Ability to work independently and as part of a team
- Entrepreneurial and flexible person with a positive attitude
- Willingness to visit clients from time to time
- Proactive, responsible, and open-minded personality
- Intense focus on your personal and professional development – willingness to be trained on a continuing and long-term basis and to evolve within an inspiring and engaging work environment

Job Benefits

- A full-time employment contract
- A full and competitive compensation package with a wide range of advantages: attractive fixed salary, annual bonus, group and hospitalisation insurances, monthly fixed expenses, meal vouchers...
- Flexible home working option
- Continuous technical help and support from your colleagues, technical specialists
- Continuous learning and development opportunities (access to internal L&D programmes, learning on the spot, training sessions) and access to the internal mobility program