

# International Support Engineer

## About E2M Technologies

E2M produces highly technological products for the simulation and test industry. The best-known products are motion systems for pilot training simulators (see [e2mtechnologies.eu](http://e2mtechnologies.eu)). E2M is a fast growing company with currently 85 employees; most of the work force being relative young and dynamic engineers. E2M is headquartered in Amsterdam and has clients around the globe.

Because of the strong growth of our customer network, E2M is looking for an International Support Engineer.

The International Support team at E2M is a key part of our (future) success. We take the satisfaction of our customers incredibly seriously and we are therefore looking for absolutely and only the best people to grow the Support E2M Team.

## Job description

Our Support engineers aren't just technically gifted they are also good communicators who put the customer's satisfaction first.

You will work with an international and diverse team located in our office of Amsterdam.

The main responsibilities are:

- Provide high-quality technical guidance and assistance to customers
- Maintain customer satisfaction through accurate, detailed and timely responses to problems and queries
- Troubleshoot system faults remotely or on site to the component level and work with Mechanical/Systems Engineering to take corrective action
- Responsible of training and commissioning tasks for the customers
- Build and maintain a good relationship with customers

## Desired skills and experience:

E2M is looking for a dedicated problem solver with a technical background that is challenged by complex customer requests and that has the following skills and experience:

- Education: Bachelor or Master of Science degree
- Work experience: Preferably 3-5 years of relevant work experience
- The following technical skills are an advantage:
  - Experience with (high tech) motion control systems
  - Ability to read and interpret schematics, manuals and procedures
  - Programming experience
- Travel: Able and willing to travel on an ad-hoc basis all around the world
- Strong customer orientation, excellent communication skills in English
- Flexibility
- Working independently and task driven whilst functioning in a team
- Properly handle unexpected situations
- Driving license is an advantage

## E2M offers:

- An open, modern working environment, using short communication lines
- Possibilities for growth in responsibilities
- Possibilities for courses and personal development
- Competitive compensation
- International working environment
- Working with interesting high tech products and clients

## For further information

If you find this position interesting and want more information, please contact:

Puri Alguacil, [palguacil@e2mtechnologies.eu](mailto:palguacil@e2mtechnologies.eu), +31611137195, International Support Manager.

## Application

Your application should include a motivation letter and a CV. Interviews will be scheduled shortly.

***We are looking forward to receiving your application!***