

JOB VACANCY – SUPPORT ENGINEER

E2M Technologies BV, an MTS company, is a young company with its main office in Amsterdam, the Netherlands. E2M has a wealth of experience in the design, development and manufacturing of electric motion and control loading systems for a wide variety of applications such as vehicle simulation (aircraft, cars, trains, etc.), entertainment rides, research and development applications and more. E2M products are exported and serviced worldwide from our manufacturing facility in Mijdrecht. The working atmosphere at E2M is informal, dynamic, challenging, and flexible.

For the extension of our Support team, E2M is looking for an enthusiastic colleague with a passion for high-tech systems.

As part of the Support team, your main responsibilities will be:

- Provide high-quality technical guidance and assistance to customers
- Initial point of contact to handle customer technical support requests, guide customer through troubleshooting process, coordinate internal resources as needed and ensure effective, efficient and prompt resolution of issues
- Maintain customer satisfaction through accurate, detailed and timely responses to problems and queries
- Repair or regular maintenance duties with referring to schematics and performing visual inspections for basic problems, such as loose or damaged wiring
- Troubleshoot power systems and repair or replace faulty components
- Troubleshoot system faults remotely or on site to the component level and work with Mechanical/System Engineering to take corrective action
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Document processes
- Follow all company's filed procedures and protocols
- Responsible of training and commissioning tasks for customers, remotely and on-site
- Build and maintain a good relationship with customers
- Provide first response to customer 24/7 support phone calls, on rotation with other team members
- Create customer offers and proposals for spare parts, services and training
- Arrange shipment of spare parts to customers
- Coordinate with other departments as needed

Job requirements:

- Problem solver with a technical background covering mechanical, electrical and control software that is challenged by complex customer requests
- Proven Field Service experience
- Ability to troubleshoot, test, repair and service technical equipment
- Education: Bachelor Degree in Engineering, Science or Mechatronics
- Work experience: 3-5 years relevant work experience in related industries and applications



- Experience with (high tech) motion control systems
- Experience with using control system software and PLC
- Excellent communication in English, both written and verbal
- Ability to read and interpret electrical schematics, manuals and procedures
- Able to travel on an ad-hoc basis all around the world
- Strong customer orientation
- Experience handling unexpected situation and difficult customer support cases
- Driving license

E2M offers:

- An open, modern working environment, using short communication lines.
- Training plan
- Support and guidance for personal development and growth
- International working environment.
- Working with interesting high-tech products.
- Fun team that want to learn and grow.

At E2M Technologies BV you'll get a temporary contract for a year, which will be changed into a permanent contract upon good performance. The monthly salary depends on the function and your working experience.

If you think this job is for you, please send your resume and cover letter.