



# TECHNICAL SUPPORT ENGINEER

Vacancy – Ref. 2012\_BEL\_012

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## Company Profile

3E is an independent technology and consulting company in renewable energy and energy efficiency. The company offers expert technical guidance and due diligence services for project developers, utilities and financial institutions. Additionally it offers a suite of software services that enhance the performance of renewable energy plants, facilitate the implementation of smart grids and assess the energy efficiency improvements in buildings. 3E has also a track record in advising corporate and public authorities on sustainable energy technology, policy and markets.

Its clients include renewable energy project developers, energy utilities, architectural offices, suppliers in the construction markets, maintenance companies, financial institutions and regional and international public authorities.

In 2011 3E was awarded the Trends Gazelles Award for fast-growing companies.

## The Job

We are currently looking for a Support Engineer with immediate availability to join our Products team for the support of operational monitoring and control solutions for renewable energy installations (SynaptiQ Solar and Wind). More information on SynaptiQ can be found on [www.3e.eu](http://www.3e.eu).

As part of a dynamic international team, your role will consist of:

- Setup of the application for the customers
- Interact with the client in collecting the required info of solar parks and validate information.
- Report on setup of each new sites by listing issues encountered, perform first level diagnostic
- Interact with client while client is on-site to support hardware installation and check the connection made with SynaptiQ (networking & cabling)
- Advise on-site technicians on the phone in case of issue encountered by applying validated installation procedures
- Review procedures with functional experts based on feedback from the field and new issues not yet documented
- Configure the communication settings remotely using remote tools
- First level support for usage of applications and equipments for customers
- Treat tickets recorded by clients in the support system
- Make first-level diagnostic by checking the application, checking communication status, checking hardware status remotely
- Apply corrective actions according to corrective procedures
- Escalade issues to relevant functional expert according to first level diagnostic
- Prioritize customer requests and report to management
- Collect all information to reply to the client (reason of issue, planned solved date, clear explanation on corrective measures)
- Manage communication to client users via the support system or on the phone
- Provide explanation on the phone to users calling for support
- System support to monitor servers and SW applications running in hosting centre

Short term trips (1 to 2 days) can be required in Europe to support client projects. It is estimated that 10 % of the job is outside the office.

## Profile

Graduate with specialisation in electro-technics, or equivalent by experience.

## Skills

- Practical experience with
  - Hardware devices (modems, controllers, loggers...) (required)



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- Communication Technologies & Networking (TCP/IP, GPRS, ...) (required)
- OS (Linux, Windows, ...) (asset)
- Servers & PCs (required)
- Databases (asset)
- Web application servers (Tomcat, Apache, JBoss, ...) (asset)
- Very good organizational skills, rigorous and reliable
- Excellent communication skills; customer oriented and ability to face customer remarks
- Problem solving profile and initiative
- Willing to learn about software / renewable energies
- Flexibility and team player
- Driving licence holder (as the position involves visits to customer sites)
- Fluent in English. Good knowledge of German and French is required.
- Knowledge of additional languages (especially Italian or Spanish) is an asset

## Location

Our offices are located near St Catherine (City Centre) in 1000, Brussels.

## Our Offer

In addition to a stimulating atmosphere in a young and highly motivated group of people, 3E offers:

- Attractive salary package in line with your level of experience, including group insurance, hospital insurance, meal vouchers, representation allowance, company mobile phone and profit sharing scheme
- Sustainable transport: Easy access with public transport, 100% reimbursement of public transport fare
- An international environment: projects in over 25 countries worldwide, colleagues of over 15 nationalities

## Interested?

Apply now on [www.3E.eu/working.php](http://www.3E.eu/working.php).