

***JOB OFFER***

**Customer Service Engineer M/W**

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**CONTEXT**

* High Tech SME of 25 employees
* Joint venture between Leosphere, the European specialist of atmospheric measure by LIDAR (Orsay, France) and NRG Systems, the international leader of wind measure in wind energy (Vermont, USA)
* Emerging market of wind industry (BtoB)
* A growing SME (turnover\*4 in 2012)
* International clients (Europe, North America, Asia), + 90% of turnover achieved abroad

**JOB DETAILS**

**Location:** Orsay (91)

**Job type:** Permanent

**RESPONSIBILITIES**

Avent Lidar Technology is looking for an engineer for its « Customer Service (CS) » department.

Your responsibilities consist in:

* Providing technical expertise to customers including working with customers to install, maintain and repair purchased system (training activities)
* Installing and verifying the system is operational.
* Managing the Monitoring & Remote Operations (MRO) and the Hot Line.

## You will check the technical capabilities of products installed worldwide

## Managing the « Customer Management ».

## You will update and develop a database and ensure Customer Service logistic (shipping and reception of the systems’ component).

You have a client minded approach and have a flexibility to travel abroad.

**REQUIRED SKILLS**

* Engineer degree with optoelectronic or computer specialization.
* 1 one year of experience in a Customer Service.
* Excellent knowledge of English is required and any other language is appreciated.
* Analytical and problem-solving skills
* Knowledge in physics
* Knowledge in ISO 9001

**Qualities**

* Excellent communication, written and presentation skills
* Dynamism
* Autonomy, initiative
* Flexibility to adapt to a SME