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 ***JOB OFFER***

 **Technical Support Engineer**

***REF: 2012OP09***

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Contact:

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**CONTEXT**

* High Tech SME of 100 employees
* Emerging  markets : Wind energy, weather & climate and aviation
* Cooperation with research – CEA, CNRS, ONERA, Ecole Polytechnique, NASA
* A growing SME (engineering, optoelectronic system)
* International growth (85% of the turnover)

**JOB DETAILS**

**Location:** Orsay (91) - FRANCE

**Job type:** Permanent

**Start date:** As soon as possible

**RESPONSIBILITIES**

***Leosphere is looking for Senior Engineer to join its Technical Support Team with the Customer Service Division.***

As a Technical Support Engineer, you will be in charge of :

* Technical assistance « Hotline » on our products,
* Remote investigation and resolution of complex issues,
* Transmission of customers requests to the team in charge of repairs
* Measure of the quality of the customer service
* Process improvement

**REQUIRED SKILLS**

* Engineer degree, with an optic or electronic specialization
* 2 to 3 years of experience
* Computer science
* Physics
* Fluency in english is required

**QUALITIES**

* Client minded approach and relational intelligence
* Strong problem solving skills
* Excellent customer interaction skills
* Autonomy
* Communication skills
* Flexibility to adapt to a SME