

Engineer Services (Bachelor)

Customer/Competence Centre

Job description:

Engineer Services performs installations and interventions in electronic systems for the security of buildings and cash handling systems.

This according to the contractual period and the usual procedures.

The Engineer Services gets its daily schedule of the Call Centre / Dispatching and leave directly from home to the clientele.

- You perform maintenance, repairs or installations of electronic security systems for buildings, fields and flows: alarm systems, camera surveillance and Cash Automation systems.
- You may be used for installation, maintenance and repairs on various types of customers including: banks, tertiary sector, private, government institutions.
- You give occasional training and explanation to customers about the installed system.
- You deal with requests for intervention and follow it to the rules and customs of the respective customer.
- You keep the management informed about the evolution of each difficult situation for a customer.
- When the intervention is finished you have some small administrative tasks to fulfill such as completing a visit report and log of the intervention to the call center.
- You will participate in a 24/24 guard rotation during one week while you are on standby and perform possible interventions outside the office hours.

Knowledge / Education requirements:

- You have a technical degree or Bachelor Degree level in Electronics.
- You have knowledge of data networking and IP.
- You have knowledge of the office suite and Microsoft Outlook.

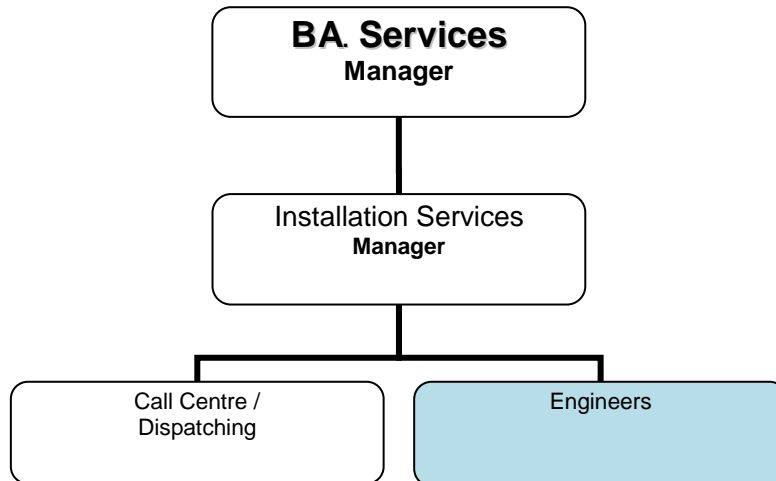
- You take customer service as highly valued.
- You are in possession of a license B.
- You are willing to participate in the 24/24 guard rotation.

- To create confidence and professionalism a priority.
- You are a team player.
- You are stress resistant, you are able to work in times of crisis.
- You have a good knowledge of Dutch, French and a passive knowledge of English.
- You have a good contact over the phone with the customer.
- You are accurate and diplomatic.
- You are comfortable and correctly handling, social and helpful

- Advantages:
 - You are preferably in the possession of the license law Tobbac.
 - Knowledge of ITIL service standard.
 - Experience in the installation or repair of electronic security systems.
- A certificate of good conduct

- Preferably living in the triangle of Brussels - Namur - Liège so we can optimize also our geographical coverage in the country

Reporting to:



Workplace

Belgium

Application:

Please submit your application by e-mail to Murielle.Kubiak@Gunnebo.com. Your application will be treated confidentially. It should contain:

- 1) Résumé / Curriculum Vitae
- 2) An application letter which should contain:
 - A reflection on your background / track record
 - Comments on your personality (in relation to what is required for this role)
 - What makes you interested in this role