

TECHNICAL SUPPORT ENGINEER

Toulouse, CDI, Start date: asap

Delair:

Delair is the world leader in professional UAVs and data solutions for Industries, Ag, Geospatial, construction and Security. Its solutions revolutionize the way industries work with aerial digital data.

With customers in more than 80 countries so far, Delair's growth and expansion have been phenomenal.

By joining Delair, you will do much more than just participate to the development of worldwide drone industrial solutions. You'll help many industrial companies in making tomorrow's strategic decisions based on reliable & cost-efficient data.

Imagine a job you can enjoy while having an impact on a brand-new market. You can make a difference every single day as you develop and implement your ideas as part of a brilliant, forward-looking company!

It is in technical excellence and perpetual innovation process that we recognize ourselves.

As a young, energetic and highly motivated team, we work in a stimulating and pleasant working environment. Dedication and innovation are rewarding and rewarded, giving you a unique opportunity to gain valuable and challenging experience in a rapidly growing business with passionate and easy-going enthusiastic people.

Your missions:

As a member of the Customer Support Operations (CSO), you will be one of the specialist who understand and solve technical issues reported by our customers.

Being a Technical Support Engineer, you'll deliver a deep analysis of case reported by customers and will define corrective actions when possible. You have the important task of ensuring problems are understood and solved in a timely manner. This role requires strong technical skills, fast-acting individuals who are energized by solving problems and helping others.

Your responsibilities will include, but will not be limited to, the following:

- Handle escalated technical support cases received from level 1 support.
- Provide customer support in the troubleshooting and diagnosis of technical and operational complex issues.
- Implementing solutions to repair customer products.
- Use general knowledge, product schematics, data stored in knowledgebase, and other sources of information to provide excellent solutions that result in improved customer satisfaction.

- Provide updates to knowledge database used by other company representatives with new troubleshooting information discovered in the resolution of customer calls.
- Train and mentor others within area of expertise.

Your profile:

Qualifications:

- A minimum of 2 years' experience in Engineering.
- Demonstrated analysis and skills troubleshooting expertise.
- Passionate about solving problems and helping customers succeed.
- Work independently, effectively prioritize and manage your time.
- Ability to summarize technical customer issues into notes that are readable by other parties.
- A drive to dig into the details of a system or process to solve customer problems.
- Excellent English oral and written communication skills.
- Desire to continuously learn, adapt and work in a fun, fast-paced environment

Skills:

- Strong analysis, judgment and problem-solving skills
- Strong software, electronic and flight operation technology knowledge base.
- An analytical & synthetical thinker. "If there is a problem I have a solution" attitude.
- Detail-oriented. Supremely well-organized with attention to detail.
- A Team Player. Ability to work effectively and cross-functionally both internally and externally.

Interested?

If you think you are the right person for these missions, please apply by sending your CV and a cover letter to: hr@delair.aero.