

TECHNICAL SUPPORT ENGINEER

Toulouse, CDI, Start date: ASAP

Delair:

Delair is one of the world's most experienced provider of drone-based solutions combining its high performance, long range UAV hardware with sophisticated analytics technology and operational services. We enable enterprises to monitor and digitize their physical assets from the air and turn the collected data into valuable business insights. Our solutions are used globally by customers in industries such as utilities, construction, agriculture, transportation, mining and oil & gas.

By joining Delair, you will participate in what is broadly recognized as the biggest technological paradigm shift of our generation: the digitization of the physical world. The combination of drones, Cloud-based services, AI (Artificial Intelligence) and Machine Learning, makes Delair a pioneer and leader in shaping tomorrow's technology landscape.

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

This is why we encourage pioneering ideas and incent our teams to develop their creativity.

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 Care Department, you will be one of the specialists 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 or repair solutions 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.

In the frame of Delair Customer Care network growth, you will handle some project to increase the efficiency of our support.

Customer centric, you will work with other Delair departments to increase the reliability of the fleet and the customer satisfaction.

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.
- Implement solutions to repair customer products.
- Manage short projects to increase customers satisfaction.

Delair | 676, Rue Max Planck – 31670 Toulouse-Labège, France | Tel: +33 (0) 5 82 95 44 06 | www.delair.aero
Capital: 304 833,70 € - APE: 3030Z – Intra-Community VAT number: FR90 53 09 69 781 – 530 969 781 R.C.S. Toulouse

- 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 topics.
- Provide a feedback to design office to prioritize products improvement.
- Train and mentor others within your area of expertise.

Your profile:

Qualifications:

- Master in Aeronautical Maintenance/Support or Engineering.
- A minimum of 2 years' experience in Aeronautical Maintenance or Support or Engineering.
- Passionate about solving problems, troubleshooting issues 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.
- Basic skills in project management.
- 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.

