

CUSTOMER SUPPORT ENGINEER

Toulouse, Permanent contract, Full time, Start date: ASAP

Delair

Delair is one of the world's most experienced providers 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.

Job description

You are the leader of the Delair Support repair workshop, supporting our worldwide customers.

Your missions

Your main missions will be to:

- Troubleshoot and repair drones shipped back to our factory following a potential failure.
- Ensure the forefront of the relationship with our customers based all around the world; ensuring that they always receive friendly, helpful, and efficient support when issues occur (includes black-box analysis).
- Improve the repair process.
- Manage and organize the Delair Support workshop
- Support the manufacturing team upon needs
- Participate in Maintenance Documentation creation and update

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

- Ensure in a timely manner, in-service drones reception, trouble-shoot, quote, repair and release test.
- Ensure proper functioning of the repair processes.
- Providing prompt, efficient, detailed, customer-oriented service to Delair customers by collecting all required information & realizing a first technical diagnostic.
- Provide customer support in the troubleshooting and diagnosis of technical and operational complex issues.
- 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 the knowledge database used by other company representatives with new troubleshooting information discovered in the resolution of customer calls.
- Being a voice and advocate for our customers when something doesn't feel right or can be improved.

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- Being a voice and advocate for Delair in front of our customers.
- Actively seeking solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience.
- Making sure internal knowledge documentations are updated.

Your Profile

We are looking for people with a technical and customer support background, with experience in aeronautics industry or drone industry.

QUALIFICATION AND SKILLS

- Strong mechanical, software, electronic and flight operation technology knowledge.
- Fluent in English (capable to express himself/herself in a clear and direct way).
- Experience in a customer support or relationship position.
- Valid French Telepilot certification is a plus. Or willing to pass the certification, as it will be mandatory for this position.
- Manned aircraft license (glider, PPL, paragliding...) experience is a plus.

ATTRIBUTES

- Capable to quickly learn and understand the systems
- Analytical and synthetic thinking, able to understand technical issues and to provide efficient support: "If there is a problem I have a solution" attitude.
- Strong analysis, judgment and problem-solving skills.
- Empathic person, 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.
- Desire to continuously learn, adapt and work in a fun, fast-paced environment
- Detail-oriented. Supremely well-organized with attention to detail.
- A Team Player. Ability to work effectively and cross-functionally both internally and externally.

