



Rohill is a Dutch communications technology company, with global presence and 47 years of experience, dedicated to the development and delivery of professional mobile communications systems for mission-critical users. Rohill supplies leading-edge hardware and software products and is known for its successes with mobile communication systems for the military, public safety, public transport, airports, seaports and industry where tailor-made solutions are a must.

Wanted: International Technical Field Support Engineer

As International Technical Field Support Engineer you deliver first class 3rd line after-sales support for projects all over the world. You are involved in answering support questions by email, phone, chat and onsite. Satisfying our customers by resolving their issues requires a representative attitude and excellent communication skills. The International Technical Field Support Engineer is a flexible person with the ability to manage stressful situations and adapt to changing environments and different cultures.

This is what a Technical Support Engineer does

- Acquiring and keeping up the knowledge of current and legacy Rohill products and installations;
- Handling internal and external support requests and providing prompt and accurate feedback;
- Researching, diagnosing, troubleshooting and identifying solutions to resolve customer issues;
- Ensuring proper recording and closure of all issues;
- Updating and upgrading of customer systems;
- Visiting customer's sites in order to resolve issues that cannot be resolved remotely;
- Preparing, supervising and conducting Factory and Site Acceptance Tests;
- Preparing and executing local Installation Supervision and/or Commissioning;
- Preparing and executing technical training to End-users or partners;
- Preparing and executing Product Acceptance Tests and release for production.

This is who you are

- Affinity with the communication market
- B.Sc. or B.Eng. degree or equivalent experience
- Excellent communication skills
- Experience in providing technical training
- Excellent analyzing skills
- Ability to coordinate and prioritize
- Knowledge of IP networks and remote access
- Knowledge of shell scripting
- UNIX/Linux platform experience
- Willing to travel worldwide on regular basis
- Team player, but self-motivated
- Good command of English, verbally and in writing
- Second foreign language is a pro

This is what we offer

- Salary in line with experience
- Location: All around the world
- Attractive pension scheme
- Flexible working hours
- Training opportunities
- Travel allowance
- Expense allowance scheme
- 28 days of paid leave
- International company
- Challenging and responsible work in a niche market
- Collegial professional working environment

Interested? Apply!

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More information? Contact!

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