

Product & Software Support Specialist (PSS)

JOB OVERVIEW
<ul style="list-style-type: none">• The PSS support our growing customer base in the installation, configuration and use of software tools used for calibration and asset management.• The PSS reports to the General Manager and works closely with the Minerva Services staff.
KEY RESPONSIBILITIES
<ul style="list-style-type: none">• Provides first line technical and software support to customers• Provides Customization Installation & Training services to customers.• Develops / prepares and executes here for after sales customer product and software training• Prepares setups and programs for training and demonstration• Provides pre sales and technical products customer seminars• Maintains relationships with Minerva specialists and product management to stay updated on product knowledge to ensure satisfactory customer support• Assists company sales engineers with defining / developing the best possible solution for the customer application.
KEY COMPETENCIES
<ul style="list-style-type: none">• BSc or Msc Degree in electrical/ electronics engineering• Minimum of 2-3 yrs experience in metrology / measurement and test applications and use & operation of Fluke MET/CAL software• Metrology philosophies and concepts• Software specifically• System / operation software i.e. MS Windows, Linux• Microsoft SQL,• Fluke MET/CAL, MET/TEAM & MET/TRACK• Speaks fluently English and preferably French• good communication skills• customer service attitude•
LOCATION
A 40 hours / week job is offered mostly conducted on-site at customer locations in The Netherlands, Belgium and other European Countries.