



**TELEDYNE FLIR**  
Everywhere you look™

Our client **Teledyne FLIR** designs, develops, manufactures, markets, and distributes technologies that enhance perception and awareness. **Teledyne FLIR** brings innovative sensing solutions into daily life through thermal imaging, visible-light imaging, video analytics, measurement and diagnostic, and advanced threat detection systems. **Teledyne FLIR** offers a diversified portfolio that serves a number of applications in government & defense, industrial, and commercial markets. Today the company is part of **Teledyne Technologies Inc.** (NYSE:TDY) world leader in enabling technologies to sense, transmit and analyze information for industrial growth markets, employing worldwide around 11.000 employees.

**FLIR's** innovative handheld cameras and instruments for **Test & Measurement** are intelligent tools designed to help prevent, identify and troubleshoot problems in a wide range of electrical, mechanical, maintenance, safety, building or environmental applications. These innovative devices are being used by professionals in e.g. Electrical & Mechanical Inspection, Predictive Maintenance, Building Diagnostics, Energy Auditing, HVAC-R, Laboratory Testing, Water Damage Remediation & Restoration, Gas Leak and Early Fire Detection and Workplace Safety, Health and Hygiene.

To further strengthen the **Global Technical Support** team for the **FLIR Instruments** and **Test & Measurement** lines of business, **Teledyne FLIR** has an exciting career opportunity available for a talented and motivated :

# Technical Support Engineer US & Canada

## Intelligent Cameras and Instruments for Test & Measurement

### Based in New England

#### MISSION

*Key purpose of your role is to deliver post-sales evaluation, support, troubleshooting and training for FLIR's Instruments and Test & Measurement solutions for customers throughout the US & Canada, including sporadic travel to customer sites. Your Key Responsibilities include :*

- Providing remote and on-site application & product support to customers as well as internal teams.
- Collaborating with internal technical support teams on troubleshooting and resolving cases to ensure customer satisfaction in alignment with company goals.
- Providing regular updates and progress reports, creating and updating documentation and knowledge base articles and interacting with product engineering on issues that have been identified.
- Accomplishing work assignments in accordance with ISO 9001 and corporate Global Trade Compliance policies.
- Exchanging customer feedback with your colleagues in view of continuous product- & service improvement.
- Reporting directly to the Senior Manager Global Technical Support.

#### PROFILE

- To qualify for this position you have a technical degree in Electronics, Information & Computer technology or similar with a relevant and successful experience in technical support as Project-, Service- or Application Engineer, preferably in a multidisciplinary high-technological environment.
- Knowledge of Test & Measurement devices or camera systems is an advantage.
- You ideally have a good basic understanding of current Linux OS and Windows platforms.
- You are a mature, reliable and customer focused professional with a high level of autonomy, a strong sense of ownership and real commitment.
- You are a well organized and result-oriented self-starter with the ability to prioritize tasks and meet deadlines.
- This customer-focused role requires strong interpersonal and communication skills.
- You are fluent in English (verbal & written) with knowledge of other languages as a plus.
- You are based in or willing to relocate to New England and able to operate out of the Technical Support Centre in Nashua approx. 3 days per week alternating with working remotely from your home office and sporadically at customer sites.

#### OFFER

**Teledyne FLIR** offers a competitive salary with bonus and other benefits in an expanding, dynamic and stimulating international work environment with attractive growth and development opportunities.

Applicants must be either a U.S. citizen, U.S. national, legal permanent resident, asylee, refugee or must be eligible to apply for and obtain the appropriate export control license from the U.S. Departments of State or Commerce.

Teledyne FLIR and all of our employees are committed to conducting business with the highest ethical standards. We require all employees to comply with all applicable laws, regulations, rules and regulatory orders. Our reputation for honesty, integrity and high ethics is as important to us as our reputation for making innovative sensing solutions.

Teledyne FLIR is an equal opportunity employer.

#### INTERESTED ?

Send your application letter and CV to **Search & Selection** for the attention of Mr. Marc Van Beethoven : [m.vanbeethoven@searchselection.com](mailto:m.vanbeethoven@searchselection.com).

*You can also register on-line on our website [www.searchselection.com](http://www.searchselection.com) and apply directly for this vacancy by following reference number : 14144.*

