



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 intelligent and high performance thermal cameras for **Industrial Automation, R&D and Science** are designed for a wide range of applications in e.g. Condition Monitoring, Predictive Maintenance, Electrical & Mechanical Inspection, Non Destructive Testing, Material & Electronics Testing, Spectral Analysis, Utilities and Process & Quality Assurance Monitoring.

To further strengthen the **Global Technical Support** team for the **FLIR Industrial Automation, R&D and Science** lines of business, **Teledyne FLIR** has an exciting career opportunity available for a talented and experienced :

Technical Support Engineer US & Canada

Intelligent Cameras for Industrial Automation, R&D and Science

Operating out of the East Coast

MISSION

Key purpose of your role is to deliver post-sales evaluation, support, troubleshooting, commissioning and training for FLIR's Industrial Automation, R&D and Science 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 camera systems and installations (incl. servers and network equipment) 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 near one of **Teledyne FLIR** East Coast Hubs : e.g. New England (Nashua), Maryland (Elkridge), New York (Chestnut Ridge) or Florida (Niceville). You will alternate working at the office or remotely from home with regular travel to 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.

You can also register on-line on our website www.searchselection.com and apply directly for this vacancy by following reference number : 14145.

