



CUSTOMER SUPPORT ENGINEER H/F

Are you looking forward to challenge your skills in an international environment ?

With more than 7,000 employees and locations on each continent, ENAEX is one of the leading suppliers of the mining industry for explosive work.

Davey Bickford, a french subsidiary of ENAEX, leads the pyrotechnic initiation area for mines, quarries and construction and public works.

Safety, Excellence, Innovation et Customer orientation are the four values which drive our teams all over the world.

Each day, thousands of products are produced in our plant in Burgundy thanks to the collaboration between our multidisciplinary teams. Our different ranges of products are now reputed for their excellence by the principal mining groups around the world, especially in South America, Australia, US, Africa and the Middle East.

Our R&D Center is located at the heart of our plant next to Auxerre and allows us to welcome our collaborators in an enjoyable environment.

MISSION

Your aim will be:

- Being a specialist of all our EIS systems, actively using and mastering them, and capable of serving as the link between customers and R&D.
- Delivering effective technical customer support and solutions to our internal (Product Implementation Teams) and external customers.
- Acting as the primary liaison between company and internal/external customers
- Supporting products / hardware / software commissioning and ensuring customers fully understand product functionalities.
- Supporting marketing & development teams for customer needs consideration in projects.

The position is based in France and includes international travel (up to 50% of the time).

Technical Support

- Operate EIS systems on the field with customers and Product Implementation teams
- Coordinate Field tests with Product Implementation and Development teams
- Review product change impacts on product implementation at customer
- Assist Product Implementation team for Risk Analysis linked to a product change.
- Walk customers through new product deployment on field and operationally train them
- Take an active role in personally preparing product training documentation

Troubleshooting

- Be able to troubleshoot difficult cases straight on the field
- Evaluate and prioritize customer support cases
- Take ownership of technical / quality issues and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve system issues
- Manage customer issues and if required escalate to required departments
- Document troubleshooting resolution steps according to company standards
- Monitor cases for customer support and update al activities on tracking system
- Work with Product Implementation Teams to visit customers

Profil

Mining Engineer with 3-5 years of experience, you are full professional proficient in English and Spanish ; French is a plus.

You have a good knowledge of electronic detonators, blasting process and explosives, action plan management and problem solving.

You are willing to go on the field when required to directly operate products.

You have good communication skills allowing you to easily communicate with field users around the globe.

You are willing to be hands-on with our various systems on the field.

You are methodical, independent and accountable and you can work under pressure.

You present technical document writing skills and great interpersonal and communication skills.

You have the ability to analyze and summarize, make and implement decisions and to provide step-by-step technical help, both written and verbal.