

## Exail Robotics Belgium – Field service engineer

### Function

As a **Field service engineer** you will ensure that our products are optimally used by our customers. You guard the uptime of our products and assist our customers with all possible technical support both at the production site and on site.

- You become a service expert of our products by gaining the necessary knowledge from the product and system experts as well as the production teams. You provide service and maintenance manuals.
- You are responsible for the technical training of both maintenance and use of your assigned product group (AUV - USV or MIDS).
- You support the customer with the first commissioning of the products, either in factory or on site at the customer.
- You perform maintenance on the products, both preventive and corrective:
  - You ensure that the configuration management system is correctly applied
  - You ensure that the necessary reports are drawn up
- You perform troubleshooting at the customer or remotely and ensure that a technical solution can be offered:
  - You use the technical database and your own experience
  - You coordinate internally with the back office team of product experts
- Where necessary, you support commercial demonstrations of our products or systems.

### Profil

- You have a higher technical education, bachelor or master electromechanics, electronic
- You are familiar with or have experience in:
  - Reading mechanical plans and electrical and functional schemes
  - Maintenance of complex systems
  - Use of various tools and test systems
  - Mechanical assembly and electrical cabling
  - **System integration and software updates (Linux)**
- You are multilingual both verbally and in writing. Dutch, French and English
- You are a real team player, but can just as well function autonomously
- You are someone who communicates fluently and easily and you have experience in giving training.
- The job requires willingness to travel and the ability to respond quickly to unexpected customer inquiries.

The person who joins our team will have the opportunity to help shape our organization. You will become the ambassador of our products and the opportunities they offer to our customers.

Within Exail Robotics there are plenty of opportunities for growth and personal development. So at Exail you are at the right place for a great career path.

### Offer

In addition to an attractive salary package complemented by benefits and respect for work-life balance, at Exail we also guarantee:

- a modern and pleasant working location in Ostend
- a place where we work on the personal development of employees
- job with a high degree of independence
- growing environment and ditto dynamics
- 12 ADV days (full-time employment)

The Exail Robotics Belgium team is eager to meet you.

<https://www.exail.com/>