Open position: Technical Support Engineer

Date: 2022.07.05

Title
Technical Support Engineer / Ingénieur Support Technique

Company
AESA Cortaillod is an international high-tech SME located in Switzerland, canton of Neuchatel, with offices in Germany and China. We develop and produce automatic test equipment (ATE) and solutions for the electrical cable industry, addressing multiple market segments, including telecom, energy, automotive, etc. In parallel, we supply quality integrated software towards yield improvement. Established more than 40 years ago, we pride ourselves on constant innovation and high quality-performance services to customers worldwide. Exports account for 95% of our sales.
To further strengthen our After-Sales department, we are looking for a young and motivated **Technical Support Engineer** to provide technical support to our customers and actively participate in the testing and delivery of our test equipment.

Office Location
AESA SA, 2022 Bevaix

Responsibilities / Duties
- Provide HW and SW technical support, advice, and assistance to AESA customers
- Perform commissioning of test equipment at manufacturing plants
- Take ownership of customer issues and handle problems through resolution
- Assist the sales team in pre-sales and after-sales technical support and in developing supporting tools
- Participate in the assembly, configuration, and test of the equipment
- Analysis and SW/HW debug of electronic systems (analogic and digital)
- Write technical documentation for the customers and application notes
- Participate in Quality improvement activities

This position will require international travels to customer manufacturing plants. Willingness to travel is a must for this function.

Qualifications / Skills
Languages: English: very good spoken and written
                French: a plus

Education: Technical degree (MS/BS level or equivalent) in Electronics

Experiences:
- 4+ years of providing in the field technical support

- Hands-on experience in test, delivery, and support of electro-mechanical systems
- Knowledge of electronics systems, including HW and SW aspects
- Knowledge of SW programming languages (C Sharp, Python, …)
- Experience in Quality processes is a plus
- Knowledge of metrology is a plus

Others:
- Independent, resourceful, and flexible
- Inquisitive and curious with strong problem solving skills
- Rigorous, proactive, and well-organized
- Willingness to travel
- Good communicator and ability to work in a team

Conditions
Permanent contract with attractive conditions
Starting date: as early as possible

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