



Remote Support Engineer (Trainee)

Location: Madrid

Job Posting Description

In this role, you have the opportunity to contribute to the operational quality of our systems and equipment.

You are responsible for

- Checks out and approves operational quality of system equipment.
- Instructs customers in the operation and maintenance of the system.
- Serves as company liaison with customer on administrative and technical matters for assigned projects.
- Interprets customers' needs and clarifies if the responsibility for problem resolution falls to sales personnel, customer support reps, or engineers.

To succeed in this role, you should have the following skills and experience

- Engineering degree: IT, Biomedical or Telecom is preferred
- < 5 years of related experience.
- Great communication skills
- User support/interface
- Knowledge and/or experience with incidencies and resolution
- Knowledge and/or experience with SQL, SQL Server and/or Windows Server
- Intermediate English