



TECHNIDATA IS RECRUITING

A SENIOR SUPPORT AND IMPLEMENTATION ENGINEER

Job Opportunity ■

■ COMPANY

TECHNIDATA is a leading developer and supplier of software applications for the clinical laboratory. The TECHNIDATA group, which is certified to ISO 9001, employs over 160 people on 3 continents with six subsidiaries in Europe, the United States of America and Asia. To support our rapid expansion, we are recruiting a **SENIOR SUPPORT AND IMPLEMENTATION ENGINEER** for our French subsidiary.

This is a new position created in response to the rapid growth of our subsidiary. The challenge is to build our product diversification and launch a well-proven high-performance product onto the French market.

■ POSITION

- Reporting to the head of the Support and Implementation department and part of a team of 20 people:
 - You may be required to act as Project Leader on occasions, and on matters of particular importance you will report back to the Project Director.
 - You will work with the customer as a functional and organizational consultant.
 - You will be responsible for installing and validating the software on site.
 - You will work directly with our customers and suppliers.
 - You will provide training for customers on the different software products.
 - You will act as a mentor for our Junior Support Engineers.
 - You will provide remote 1st level support to our customers.
 - You will record, qualify and analyze incidents to ensure the optimal solution is used to resolve the problem.
- You will benefit from a company induction program, including full training in our products.
- Location: Montbonnot (Isère) with extensive travel to be expected within France
- M/F
- **CDI** (permanent contract)
- Attractive salary depending on experience and qualifications

■ CANDIDATE

- With a Master's degree in Computer Science and approximately 10 years' experience in a Support role, you have the necessary skills in Windows 2003, UNIX, Networking, ORACLE, and SQL. A working knowledge of English is an advantage.
- You are attracted to working in a Support role and on computer system installations, and you enjoy customer contact.
- You have good writing and interpersonal skills.

Please send your application to:

TECHNIDATA SAS

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For more details about the company, please visit our website www.technidata-web.com/france