

DIGITAL CINEMA REMOTE SUPPORT ENGINEER (M/F/X)

Department : Customer Service (NOC)
Location : Cuijk, Netherlands / Hybrid (Office & Remote)
Work Schedule : Full Time (38h/week)
Contract : Permanent
Contact : matthew.jones@cinemanext.com

ABOUT CINEMANEXT :

CinemaNext is the leading cinema technology integrator across Europe, the Middle East, and Africa. We provide a wide range of innovative products, services, and solutions to cinema exhibitors including projection and sound systems, premium cinema concepts (e.g. Sphera), centralized management systems (TMS), content management, 3D technologies, seating, and more. Our clients benefit from top-tier reliability and full-service support: project design, sales and financing, installation, maintenance, remote support (NOC), content logistics, consumables, spare parts, and supply chain solutions.

YOUR MISSION :

As part of the Dutch NOC (Network Operations Center) support team, you will remotely identify and resolve issues related to digital cinema equipment. You'll work closely with field technicians, manufacturers, and customers to deliver high-quality service and ensure seamless cinema operations.

KEY RESPONSABILITIES :

- Remotely diagnose and resolve technical issues on digital cinema equipment (projectors, servers, sound processors, automation systems, etc.)
- Act as liaison between clients and field service technicians
- Use monitoring and troubleshooting tools, and support systems provided by suppliers
- Manage logistics of spare parts and support equipment
- Keep clients and management informed on issue resolutions
- Create clear reports for internal and external stakeholders
- Stay up to date on developments in AV and cinema tech
- Work from our Cuijk office 1–2 days/week; remaining time from home
- Participate in shared on-call support rotations (evenings/weekends)

QUALIFICATIONS/PROFIL :

- Technical background (MBO/HBO or equivalent experience) in IT or electronics
- Strong knowledge of AV and cinema equipment (experience in digital cinema is a plus)
- Solid English and Dutch communication skills (written and spoken)
- Strong problem-solving and client-service mindset
- Able to work independently and as part of a team
- Willingness to learn and take initiative
- Driving license (B) required

WHAT WE OFFER :

- A dynamic and varied role with room for creativity and personal input
- A fun, friendly, and informal work environment within a young and motivated team
- A human-scale company where you'll handle diverse tasks and grow alongside new technologies
- Competitive salary based on your experience
- Attractive benefits including:
 - Company laptop, phone, and car
 - Pension scheme via PNO Media
 - Career development opportunities

INTERESTED?

Please send your CV and cover letter to matthew.jones@cinemanext.com

Please note: We do not accept applications by phone.
Acquisition in response to this vacancy is not appreciated.