

CUSTOMER SUPPORT ENGINEER (NOC)

Department: Customer Support – DE/AT
Job Location: Barchon (Liège), Belgium / Düsseldorf, Germany / Cuijk, Netherlands
Contract Type: Unlimited contract
Contact : jobs.be@cinemanext.com (Florence Corombelle, HR Manager)

CinemaNext is the largest cinema exhibition services company in EMEA, providing smart, comprehensive solutions across the board, from projection equipment, audio systems, central systems, premium cinema solutions, cinema outfitting, content management, 3D projection systems & glasses, TMS, digital signage, screens to consulting services. Customers enjoy the highest level of reliability and lowest cost of ownership through our various services: consulting, design & project management, equipment sales and financing, installation, maintenance, support (NOC), online monitoring, content management, spare and consumables, service agreements and supply chain & logistics. 13,000 screens have been installed by our technicians to date. 9,500 screens in Europe currently avail of service contracts with our company. CinemaNext's main office is located in Liège-Blegny (Belgium). Regional offices can be found in 26 countries across Europe, Africa and the Middle East. For more information, please visit <https://www.cinemanext.com>.

Job Description

The Customer Support Engineer will be responsible for the remote support of Digital Cinema Projection Systems at our customer sites.

The Technician will liaise and work with the following systems / suppliers :

Digital Projection Sys.:	Barco, Dolby, Sony, NEC, Christie, GDC
Digital Sound Sys.:	Dolby, Datasat, QSC, Crown, JBL, MAG
3D Sys.:	Dolby, RealD, MasterImage, DepthQ, Volfoni
Central Management Sys.:	CinemaNext, Unique, Arts Alliance, ...

Other suppliers may be added as the business grows.

Responsibilities for this position include :

- Provide superior customer service to Cinema Exhibitors
- Resolve customers issues quickly and effectively
- Use network managements, monitoring and trouble isolation tools, to gather and interpret information, in order to successfully identify, understand and resolve customer problems
- Proactively understand and troubleshoot digital cinema systems and technologies, through training and field experience
- Keep customers and management updated on efforts aimed at restoration of services
- Maintain accurate logs of troubleshooting and problem resolution
- Identify and lead projects than will improve Customer Service
- Act as Technical Account manager for strategic customers

Qualifications :

- IT or A/V background (experience with Digital Cinema Technology is a plus)
- Customer Service and Support Experience
- Excellent technical problem solving, troubleshooting, follow up skills
- Ability to work independently and as a part of team
- Languages: German (fluent) & English (fluent) and other European language is a plus

Our Offer :

Our values are: courage, integrity, curiosity, creativity, proactivity and solidarity!

Joining CinemaNext ensures that your talent can flourish and advance through collaboration with dynamic, like-minded colleagues. We provide an exciting opportunity within a vibrant industry and an internationally focused company. At CinemaNext, you'll receive a competitive salary package tailored to your qualifications, along with an intensive training period to support your growth. You'll

work in a diverse environment as part of a fantastic team. We foster a culture that values individuality and encourages open communication at all levels.

Interested? Send your cover letter and CV to jobs.be@cinemanext.com