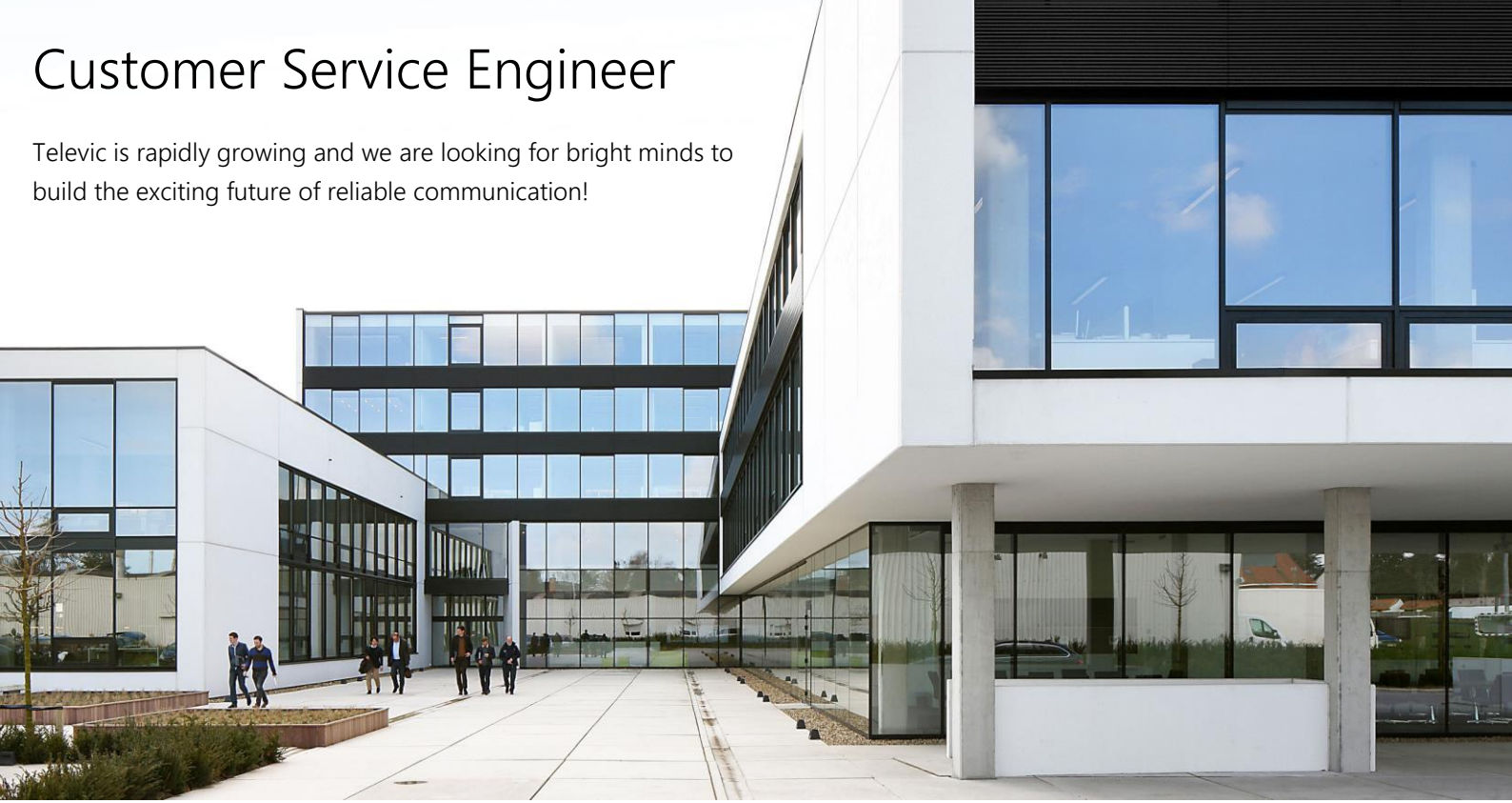


# Customer Service Engineer

Televic is rapidly growing and we are looking for bright minds to build the exciting future of reliable communication!



## About Televic

At Televic Rail we are dedicated to providing innovative and reliable railway passenger information and communication systems. With over 40 years of experience in the rail industry and in close cooperation with our customers, we design, produce, and maintain all of our products and solutions. We are proud to say that you will find our technology onboard over 60,000 vehicles worldwide.

Curiosity is the underlying behavior that drives our values: sustainability, innovation, agility and no-nonsense.

## Benefits of working with us

- ✓ Become part of an international growing company
- ✓ You get the chance to work on exciting and challenging projects. We never stop innovating or experimenting with new technological advances.
- ✓ A transparent career path with training possibilities.
- ✓ There are plenty of times to connect with colleagues: teambuildings, company events, on-site fit sessions...
- ✓ You have the possibility to work in a flexible environment. We offer a home working policy for two days a week.
- ✓ In addition to an attractive salary, we offer a personalized Televic Bonus Plan and legal benefits.

Apply Now!

Please send your resume to: Yana Feyers  
[y.feyers@televic.com](mailto:y.feyers@televic.com)

## All aboard: explore your role with us

This opportunity consists of two parts: on-field support and remote support.

### On field support

Imagine yourself traveling across Western & Northern Europe and working on vehicles at the trainbuilder's facility, at the train operator's location or even on dynamic runs. You will ensuring our passenger information and communication systems are installed and functioning perfectly.

Your on-site activities will include:

- Software installations: implementing and configuring our cutting-edge software on trains.
- Client training: providing hands-on training to our clients, ensuring they are confident and proficient in using our systems.
- Testing and inspections: conducting thorough tests and inspections to guarantee the highest quality standards.
- Documentation of your work by providing clear and detailed reporting for both internal teams as well as our customers making use tooling like JIRA & Confluence.

### Remote support

When you're not on the road or tracks, you'll be based at our headquarters in Izegem.

Your responsibilities will include:

- Acting as the primary technical point of contact for our clients, addressing their inquiries and resolving issues promptly.
- Technical troubleshooting: offering expert technical support and solving problems remotely.
- Project support: collaborating with Project Management & multiple departments within Televic Rail to ensure projects are delivered on time and meet our quality standards.

Apply Now!

Please send your resume to: Yana Feyers  
[y.feyers@televic.com](mailto:y.feyers@televic.com)

## Track your skills: how you can add value to our team

- You have a bachelor's degree (e.g., Computer Science, Electronics, ICT or equivalent).
- You possess expertise in the domain of system testing and troubleshooting; fundamental knowledge of Linux, software, hardware, and networking technology (TCP/IP, FTP, SSH, etc.) is required.
- You are well organized with the ability to prioritize and work independently; work under pressure and have strong analytical and problem-solving skills.
- You communicate clearly verbally and in written form in English, further languages are an asset (French, Spanish, German, Arabic).
- You are willing to travel (between 20% and 30% of your time) within Western Europe primarily.