

INGEGNERE MECCANICO CUSTOMER SERVICE ENGINEER

Position Information

Company: BETA CAE Systems SA

Location: Turin, Italy

Salary/Wages: to be defined

Job Type: Full time

Date posted: 23rd August 2013

Reference: ENG-CS-IT-1

The Company

BETA CAE Systems S.A, headquartered in Thessaloniki, Greece, is a private engineering software company committed to the development of best-in-class CAE software systems that meet the requirements of all simulation disciplines. The company's products, ANSA pre-processor, μETA post-processor, and SPDRM simulation-process-data-and-resources manager, hold a worldwide leading position, in many sectors, including the automotive, railway vehicles, aerospace, motorsports, chemical processes engineering, energy, electronics, heavy machinery, power tools, and biomedical.

The Italian office of BETA CAE Systems S.A. is a dynamically growing young environment offering direct support to the local customers and representing the company in the national market.

Job Overview

Customer Service Engineer (ENG-CS-IT-1)

We are looking for hardworking, motivated and talented engineers to join a fast growing team that will enhance the technical service and provide customer support to our Italian users. Excellent communication skills with a keen interest to work in multi-disciplinary and fast paced environment is essential for this exciting and rewarding role.

Customer service engineers are ambassadors of the company's business and values, and are in charge of conducting the pre- and after-sales operations of the company.

Accountability/Key Responsibilities

- Be the interface of the company with its customers
- Offer technical support for users with modern electronic media
- Deliver user trainings, at BETA CAE Systems locations or at the customer site
- Represent BETA CAE Systems and its products at key industry events or conferences

- Manage customer requirements for existing or novel tools
- Perform thorough product testing (debugging) and software performance tests (benchmarks)
- Prepare and maintain technical documentation and information material to support business development activities

The majority of the oral and written communication between the company and its customers, the technical writing and the internal communication is in English.

Skills/Experience

Required

- Degree qualified in mechanical, automotive or aeronautical engineering
- Application experience of numerical methods, finite elements, etc.
- Experience of commercial CAE codes
- Very good command of written and spoken English language
- In depth theoretical knowledge of mechanical engineering and physics
- Ability to work across multifunctional & multinational teams

Beneficial

- Previous experience in ANSA and μETA would be advantageous
- Knowledge of German, French or other foreign language
- Knowledge of programming in Python language
- Relevant professional experience or strong background in CAE

Benefits Offered:

- Attractive remuneration package
- Performance bonus
- International travel insurance for corporate travel
- Additional health insurance and accident insurance
- Four-month initial training period before integration into the production process
- Continuous update in new technologies relevant to the subject
- Excellent working conditions
- Modern and constantly renewed equipment (hardware and software)
- Flexible working hours, with full respect for the rights of the worker

BETA CAE Systems SA is committed to equality in the workplace and is an equal opportunity employer.

Send your CV and a cover letter with the position code “ENG-CS-IT-1” to cv@beta-cae.it.