

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-212-2021
Company Name	VOTI Detection
Industry	Security
Vacancy	Service Training Engineer
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT
Major(s)	CCE/Electrical/Mechanical Engineering
Degree	Bachelor's degree in Engineering
Years of Experience	Min 2 years
Location	Jounieh, Lebanon
Remuneration & Benefits	US\$1,200-US\$1,400
Tasks & Responsibilities	<ul style="list-style-type: none"> • Prepare and conduct technical training programs • Prepare training material and classroom agenda • Provide training for end users, distributor, and operators • Create instructor materials (course outlines, background material, instructional materials, and training aids) • Assist in design of computer-based and multimedia curriculum • Continuously enhance technical instructional delivery and presentation skills • Ensure the quality and consistency of course content throughout a course life cycle • Manage the training program in accordance with business needs, regulatory requirements, and Quality Management System • Plan and direct classroom training, electronic learning, multimedia programs, and other computer-aided instructional technologies, simulators, conferences, and workshops • Promptly respond to field support issues, create a ticket in the ticketing system and provide customer support

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in a timely manner

- Escalate technical customer issues as well as feature requests with Engineering/Sales teams as needed
- Provide sales support with technical expertise/product knowledge
- Install new software releases, perform system upgrades, and perform quality assurance