

System Installer / Technical Support

Position: System Installer / Technical Support
Corporate Location: Cham, Switzerland
Industry: Defence
Job Type: full-time, part time tbd

Reference Code: CH-2016-009
Working Location: International/US (up to 75%), Switzerland
Start Date: ASAP
Responsible: Marcel Thoma, CEO Meritis AG



Introduction

Meritis has a record of accomplishment of more than 15 years in the Defence Industry. Originally focusing on personal ballistic protection, we expand our field of activities more and more into infrastructure security and system integration projects. Meritis is the official Distributor of Virtra Systems in the EMEA Region and guarantees a professional implementation and after sales service with its own service organisation. Since July 2016 Meritis has its own V300 container based demo system to accelerate sales.

System Installer / Technical Support is a very physically active job performed mainly at Meritis customer locations. The Installer works with computer hardware, software, cameras, projectors, audio equipment as well as basic power tools for the assembly of simulator stages, screens, etc. The position requires domestic and international travel up to 75% of the time (up to 3 weeks away from home per month, travel expenses paid by employer).

Tasks and Responsibilities

- assembly, configuration, testing and on-site installation of sophisticated firearm training simulator systems developed for law enforcement, military, federal agencies and private security groups
- conduct system operator training with customers
- provide post-installation technical support and service calls

Must Criteria

- Very good English skills
- Installation/technical skills including knowledge of assembling, testing, and troubleshooting computers (hardware and software), audio/video equipment, and structural equipment
- Basic knowledge of firearms and a passion to work with them daily
- Knowledge of and ability to troubleshoot Windows OS platforms
- Proficient with Microsoft Office (primarily Word, Excel, Outlook)
- Exemplary communication skills including the ability to teach others how to operate complex training systems
- Experience with and knowledge of manual and power tools
- Good physical condition



Additional knowledge, skills and abilities are greatly desired:

- CompTIA A+ Certified or similar
- CompTIA Network + Certified or similar
- Microsoft Certified Professional
- Experience with Service Management Software
- Experience with PC Networking
- Knowledge of and respect for Firearm Safety

Previous work experience in the following types of positions are desired:

Systems Administrator / Network Engineer / Network Technician / IT Administrator / Field Engineer / Computer Technician / Tier 2-Tier 4 Technical Support

We look forward to receiving your full application via email to hr@meritis.ch where a member of the team will be in touch. Thanks for the understanding that we will not give feedback on application, which do not match with the must criteria.