

## **SUPPORT ENGINEER**

### **Introduction to easyFairs**

easyFairs is a tradeshow organizer specialized in business-to-business events. easyFairs deploys, across Europe, a concept based on modular stands and strictly formatted tradeshows ensuring a low cost for the exhibitor, rapid deployment and effectiveness for the visitor (visiting a typical easyFairs takes around two hours).

easyFairs is particularly active in the packaging, building and industry automation industries.

easyFairs has offices in Belgium, the United Kingdom, Germany, the Netherlands, Sweden, Finland, Norway, Denmark, Switzerland, Colombia and Poland. It organizes shows in all these countries plus several other that are operated remotely. The headquarters are located in Brussels.

### **IT at easyFairs**

easyFairs operated centrally most IT platforms including CRM/ERP, Website, email marketing, etc. The servers are operated in the UK by an ASP service provider. easyFairs Europe in Brussels is thus not in charge of operating the servers but does take all design/configuration decisions and provide all operational support to about 220 users across the world through a small support team of two engineers.

### **The role of the Support Engineer**

Based in the Brussels headquarters, the role of the Support Engineer will be to

- Be the main contact for the power users of every country regarding platforms provided centrally.
- Elaborate training materials and training plans.
- Give training sessions both in Brussels, on site in the local offices and online.
- Participate to the specification of the requirements for new systems and adaptations to existing ones.
- Be an advanced user of the main system and thus be able to develop reports, queries, import data, etc.
- Deal with suppliers regarding advanced technical problems and configurations.
- Testing and evaluation of new complex software solutions.

The support engineer must be able to adapt to new complex technical environments. Being responsible for training a large number of users, good communication skills in English are a must-have.

Above all, the Support Engineer must be able to understand easyFairs' business and understand requests in a non-technical language and be able to provide people with answers and solutions that fit their business needs.

### **The minimum set of skills required is:**

- Excellent spoken and written English.
- SQL
- Basic HTML
- Eagerness to learn and to be trained in order to give support for complex systems
- Basic to advanced business/accounting skills
- Service oriented personality

**Optional skills:**

- Microsoft Dynamics NAV
- Other European languages (German, Italian, Swedish, Dutch, French)

**Contact Information**

For more information, please contact:

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