

Technical Support Engineer (32-40 hours)

About PATS

At PATS, we've turned a personal annoyance into a mission that could change the world of sustainable agriculture forever. What began as a battle against buzzing mosquitoes led to a cutting-edge breakthrough in the greenhouse. We're a tech-loving, fast-moving, and boundary-pushing crew with a shared passion for fighting pests the sustainable way.

Our tech solutions - PATS-C cameras and PATS-X bat-like drones, paired with the game-changing Trap-Eye™ system - have set us apart in the agricultural space. We're offering an autonomous and pesticide-free system to control pests in greenhouses. Plus, we're empowering growers with unprecedented insights and data they need to take their yield to the next level. As we soar to new heights, we're on the hunt for a passionate Technical Support Engineer to join our team. *Ready for the challenge?*

Job and responsibilities

Our solutions are already in use by growers in 20+ countries. With big ambitions and ongoing global expansion, PATS requires a dedicated Technical Support Engineer to ensure optimal utilization in greenhouse environments. In your role you will be responsible for:

- Customer support by helping growers with inquiries about deployed systems
- Daily monitoring of systems in the field to track status and address any troubleshooting needs
- Coordinating and managing our customer onboarding pipeline to ensure a smooth landing
- Onboarding growers to support them in maximizing the benefits of our solutions
- Occasional on-site hardware installations and customer training
- Closely collaborating with the R&D, AI, product development and production teams in Delft
- Serving as the technical liaison between PATS and our international dealers and customers

Qualifications

- Strong affinity with the grower industry, with an understanding of cultivation practices
- Preferably 2 years of experience in a technical support environment
- Excellent problem-solving abilities and hands-on mentality, not afraid to improvise on the spot
- Willingness and ability to travel when needed, in possession of a driver's license (B)
- Excellent communication skills. You're fluent in Dutch and proficient in conversational English
- Strong organizational and administrative skills

Perks and Benefits

- Depending on relevant experience, between EUR 2.600 - 3.500 gross per month
- A pension scheme to which PATS contributes 5%
- Laptop and phone
- 25 vacation days

How to apply

Are you ready to take flight with us and make a dent in the world of sustainable agriculture? Apply today via working@pats-drones.com with a brief motivation and your CV.