

## **What makes Axon a great place to work?**

---

We are one of a rare breed of pioneering technology companies. Over the last 30 years, we have grown from our base in the Netherlands to become a global leader in broadcast network infrastructure; trusted by broadcasters, network operators and service providers to drive, control and monitor critical operations with reliable, cost-effective solutions.

Ultimately, we enjoy being a great company to do business with. Axon has the commitment and vision to keep focused on meeting today's demands and the challenges of the future – always delivering at the very heart of broadcast.

## **What does your position look like?**

---

Axon is looking for an enthusiastic broadcast support engineer who fulfills a supportive role to our customers and leads. With offices throughout Europe and China, Axon is about to open its branch in the US. Since support is of key importance for Axon, we are looking for talent.

## **Your tasks and responsibilities:**

---

- Technical implementation, configuration and maintenance of Axon products, mainly Axon Network Attached Processor Neuron and Axons control and monitoring software Cerebrum for our North American broadcast customers.
- Provide 1st and 2nd line technical support and assist during Go-Live and operation. Including problem analysis, software updates, configuration changes, and day to day support.
- Assist our customers and leads in translating requirements in system configurations (pre-sales).
- Create and update system documentation.
- Work closely with internal product and development teams.
- Assist in training of customer operational and technical staff.
- Contribute to the continuous improvement of our product implementation and support processes.
- Be part of an international, informal and dynamic job environment.

## **Job qualifications we expect from you:**

---

- Bachelor's degree in Engineering, Engineering Technology, Computer Science, or comparable education or experience.
- > 5 years of professional experience supporting Broadcast IT – preferably with control and monitoring systems.
- Strong knowledge in the following areas:
- Equipment, technologies and workflows within the broadcast industry
  - Scripting, markup or programming languages (JavaScript, C++, SQL, XML/HTML)
  - Preferably experience with applications and tools like Jira
  - Strong customer orientation and great communication skills



- Ability to work independently (Self-Driven, focused and analytic), since Axon is just starting its business in the US.
- Strong team orientation, with resilience and commitment
- Excellent written and verbal skills
- Cover our support hotline as part of our global support team.
- Ability and willingness to travel both nationally and internationally

**For additional details about Axon and its products please visit:**

---

<https://www.axon.tv>

<https://www.axon.tv/productgroup/neuron/>

<https://www.axon.tv/productgroup/cerebrum/>

**What do we offer you?**

---

- Independence and responsibility in a informal company with short communication lines;
- Flexible working hours;
- An excellent salary

**Join the team, apply now!**

---

Are you interested in this position and do you meet the qualifications, send your resume and motivation to [hr@axon.tv](mailto:hr@axon.tv) to the attention of Martin Bezema, VP Support & Customer Services at Axon. Feel free to contact Martin in case you have additional questions.

please send your motivation letter and resume to [hr@axon.tv](mailto:hr@axon.tv)