



Trust, from space to cockpit,
for one clever sky.

JOB OFFER: User Support Engineer – F/M



ESSP, a dynamic French company open to the world, is looking for a **User Support Engineer** for a **Permanent – Full-time Contract in Madrid**.

We work with highly skilled teams and our employees come from different backgrounds and disciplines, from aeronautics to aerospace, engineering to telecommunications. This diversity allows the company great flexibility to adapt to new needs and challenges.

We are eager to provide the best quality services through safe and efficient operations and management systems. We are expanding and always looking for new talents.

To find out more about us, we invite you to visit our website: <https://www.essp-sas.eu/human-resources/careers/>

Some videos are also available on [YouTube](#) for you to discover our activities:

- [EGNOS](#)
- [EGNOS Support services](#)
- [EGNOS for Maritime...](#)

And a lot more videos are available.

If you have **good communication skills** with a **high level of English**, proficiency in **helpdesk/service desk** and have at least **3 years of experience in user interfaces** preferably in space or aeronautical transport sector, then this position is for you!

By joining us, you will work on the EGNOS Helpdesk activities and the EGNOS Helpdesk ticketing tool evolution and maintenance. You'll report the monthly performances and EGNOS notifications to users.

Your main responsibilities/activities will be:

- EGNOS Helpdesk activities :
 - Users registration management;
 - Answer to the questions / trouble Tickets
 - Helpdesk documentation and procedures maintenance;
 - Contribution to User Support processes and policies maintenance;
 - Technical interface and coordination with Front desk for H24 helpdesk services;
 - Helpdesk activity monitoring and reporting.
- EGNOS Helpdesk ticketing tool evolution and maintenance :
 - Tool manuals maintenance, configuration and basic administration (users, profiles, mailboxes, basic flows...)
 - Interface with IT department and external providers for administration, evolutions and upgrades;
- EGNOS reporting:
 - Elaboration and publication of monthly performance reports;
 - Maintenance of the users notifications (EGNOS Degradations Notifications and Communications Templates) baseline;
 - Contribution to different EGNOS communication plans and publication of customised service performance reporting to users



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- Elaboration of planned SIS outages and planned EGNOS degradations notifications;

PROFILE

Generic Skills:

- Strong communication skills
- Good autonomy and initiative
- Able to synthesize
- Team player spirit
- Good level of English (B2-C1) - CEFR

Specific Skills:

- Experience in user interfaces and reporting
- Experience in helpdesk / service desk services
- Experience in ticketing tools management
- Basic web layout design and administration
- User and customer oriented
- Good knowledge of GNSS and EGNOS services and applications.
- Spanish (desirable).

Job Requirements:

3 years of experience in a field relevant to helpdesk / service desk activities.

Experience of at least 1 year in the satellite navigation domain or relevant application market segment

Engineering degree or equivalent.

You can send your application file by e-mail to the following address: recrut@essp-sas.eu

Job Location: Madrid (Spain)

Type of Contract: Full time – Permanent Contract

ESSP is committed to cultural diversity, gender equality and the employment of disabled workers.