

Vacancy @ FACTRY

# Technical Consultant



We are looking for a Technical Consultant to help our clients get more value out of our solutions and their data. Do you have experience with industrial IT? Do you believe open source software will change the industry for the better? Then do read on!

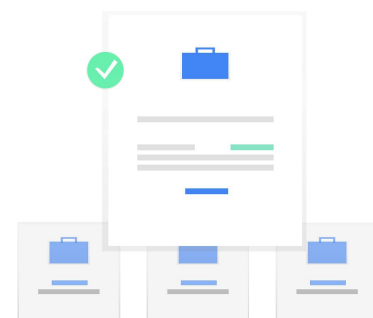
## About us

We develop software solutions to help our customers get faster insights into their industrial processes so they can make better decisions. And we're one of a kind, because we know our way around industrial systems and modern open source IT. Every day, we build open software for use in an industrial context. We've been international since day 1: while based in Ghent, Belgium, we maintain Factory software all over the world! And we're good at it, too: our clients love our work. We wouldn't settle for less.

## About your role at Factory

Your main focus will be to bridge Industrial and open source IT in a project and support role. As a Technical Consultant, you will:

- Perform technical assessments of the client's infrastructure and design software architectures for data collection and integration.
- Install and configure Factory Historian instances at clients, both on-premise and in the cloud.
- Onboard new clients onto Factory Historian and upcoming Factory products.
- Address customer support questions in a timely manner.
- Forward customer feedback into our product development pipeline.
- Assist in the pre-sales process with product demos and clarifying the technological gaps for implementation.
- Travel occasionally to international clients.



## About You

- You have > 2 years of experience in similar roles. You have experience with industrial protocols (OPC-UA) and/or systems (PLC/SCADA).
- You have at least some experience with software development:
  - You have experience with  $n$  backend programming or scripting languages, where  $n \geq 1$ .
  - You can `select something` from a database with a clever SQL query. Ideally, you have experience with time series databases.
  - You feel at `/home` in a command-line environment, and you know your `git`.
- You're a motivated learner who is open to follow new developments in the field of industry and IT. You're are eager to understand and solve hard problems.
- You are empathic and have good communication skills. You are an active listener, figuring out the underlying needs of the client.
- You take ownership and are proud of your work. We value people who learn from mistakes and improve themselves in tiny ways every day.
- You feel comfortable in a fast-paced working environment. As a startup, we don't have all the corporate-y features :-)
- You're proficient in English and preferably also in Dutch. Knowledge of any other language is an advantage.

## So what do you get?

- A dynamic work environment with plenty of room for your ideas.
- The opportunity for personal growth and development of new skills.
- A healthy work / life balance adapted to your needs. Occasional remote work is possible.
- Competitive salary depending on your experience.
- A MacBook Pro or similar laptop.
- A chance to grow together with the company. We're just getting started.
- A creative working environment. We're based in a brand new office building in Ghent, a 1 minute walk from the train station Ghent Dampoort. The office comes with a pool table, an unlimited coffee supply, protected bike parking, showers, and much more.

## YES! That's me! Now what?

1. Send your resume and motivation letter to [iwannawork@factory.io](mailto:iwannawork@factory.io).
2. We will respond within 1 week, and maybe invite you for a first interview at our office.
3. We invite you to solve a technically challenging case, mirroring our daily activity.
4. Finally, you have a second conversation with our management.
5. Go? Go!

Questions? Contact Jeroen at [jeroen.coussement@factory.io](mailto:jeroen.coussement@factory.io).