



## INTRO

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For supporting our internal end-users, we are looking for people to join our Consultancy & Support Department team which will help us position our 3DEXPERIENCE Consultancy services to the next level.

In AITAC ([www.aitac.nl](http://www.aitac.nl)) we are guided with unique customer-centric culture and the passion to push the boundaries of what's possible with the brightest minds in marine engineering and consultancy.

AITAC Group consists of four companies: AITAC d.o.o. (Croatia, Headquarters), AITAC GmbH (Germany), TVAN (France) and AITAC BV (Netherlands). Our mission is Engineering Seagoing Challenges with three main fields of activities:

- 1) Marine and Offshore Engineering,
- 2) Consultancy and Support Services for Dassault Systèmes solutions (3DEXPERIENCE platform)
- 3) 3D Scanning services in M&O

Many years of experience in ship designing, especially in high complexity mega yachts and cruisers, allowed us to grow rapidly and steadily over the past years. Our list of clients contains some of the most respected world companies in the field of engineering and shipbuilding.

Accept a challenge and join our team!

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## Junior Infrastructure Architect (m/f)

**Work location:** Croatia/Worldwide

We are looking for Junior Infrastructure Architect who has the following competencies: ambitious, responsible, getting things done and is customer-oriented! We would like to get to know you better and

see if we can assist each other and especially our customers to the maximum. The main activities of this job role consist of 3DEXPERIENCE administration, installation, and maintenance.

### **WHAT IS 3DEXPERIENCE?**

3DEXPERIENCE platform is a business experience platform which can provide software solutions for every company – from marketing to engineering. Dassault Systemes offers industry-leading applications delivered on the 3DEXPERIENCE platform: Design & Engineering, Manufacturing & Production, Simulation, Governance & Lifecycle, 3D Design Experience for Professionals, as well as a broad catalog of services.

### **Responsibilities/Tasks:**

- Install and maintain 3DEXPERIENCE platform and all belonging components
- Provide end-user services, including technical support services
- Review, prioritize, and process problem reports; document the progress of projects
- Provide troubleshooting support for software and hardware problems

### **Qualifications:**

- Master's or bachelor's degree in Information Systems, Information Technology, Computer Science or related technology degree
- A working knowledge of IT operating systems (Linux, Windows)
- Basic knowledge of networks and network communication protocols
- Good English speaking & writing levels is a must, other languages are a plus

### **Skills:**

- Strong interpersonal and communication skills and the ability to work effectively in a diverse community
- Focus will be to increase customer adoption to the emerging product, driving retention, and mitigating churn. From onboarding to maturing client relationships, your dedication to customers will yield growth – both for them and for the company
- Ability to diagnose and rectify a wide range of application software issues
- Ability to provide advanced technical assistance and comprehensive problem resolution to customers
- Pragmatic, organized and curious
- Good time management skills
- Advanced analytical skills, deep thoroughness, decision making
- Team spirit

### **What we offer:**

- Dynamic workplace based on respect
- Stable environment for performing complex and challenging roles
- Inspiring, open and rewarding corporate culture
- Work-life balance policy to help you keep your professional and private lives in harmony
- Opportunity to develop skills for long and meaningful career
- Internal and external training courses
- Work with famous world-wide companies
- Supplemental health insurance policy

**Applications:** [HR@aitac.nl](mailto:HR@aitac.nl)

**We respond to all applications.**