

BOSAQ I Water Experts – Service Engineer

We are looking for a hands-on and ambitious Service Engineer to join our team installing, operating, and maintaining decentralized drinking and process water purification installations. This role is ideal for someone who enjoys solving technical challenges using process knowledge on water treatment, along with field work.

You will perform hands-on work — installing, monitoring troubleshooting, optimizing and servicing our systems both remotely and in the field, contributing to the development of service documentation and training modules. You will work across departments to optimize our products based on service experience.

Your responsibilities:

Troubleshooting & Monitoring

- Monitoring operational data from IoT-connected systems to detect and resolve performance deviations.
- Providing remote and on-site technical support to clients and service partners.
- Documenting issues, creating work orders and performing/following up on corrective actions
- Communicating with and guiding colleagues and partners on-site during field service missions, both domestic and international.
- Reporting thoroughly on the performance of installations, issues resolved, services rendered, ...
- Generating standard maintenance schemes and instructions

Installation, Commissioning & Service

- Performing installation and commissioning of decentralized water purification systems on client sites, both in Belgium and abroad.
- Carrying out preventive maintenance according to schedules, ensuring maximum uptime and efficiency.
- Responding to breakdowns and urgent repairs, including on-site troubleshooting of mechanical, electrical, and control system issues.
- Performing water quality checks and calibration of measurement instruments.

Documentation & Training Content

- Helping structure and create/maintain training modules, manuals, and service procedures for internal use and training colleagues from local entities and/or clients abroad.
- Contributing to knowledge base development for recurring issues and best practices.

Continuous Improvement & planning

- Scheduling and maintaining guard duty protocols.
- Participating in guard duty schedule.
- Monitoring KPIs and identifying opportunities for improving service efficiency, spare parts management, and customer satisfaction.

- Staying updated with the latest advancements in water purification technology and integrating new techniques and tools into service operations.
- Actively support the implementation of advanced asset management tools and process automation.
- Work closely with engineering and R&D teams to provide feedback from the field.
- Implement and oversee quality control processes to ensure the highest standards of service delivery.

Client relations

- Maintain strong relationships with clients, ensuring their needs are met and providing exceptional customer service.

Skills

The perfect Service Engineer:

- Has a **technical background**, for example electromechanical engineering,...
- Has a minimum of **3 years experience in technical service positions**, with a focus on water treatment or industrial systems.
- Has experience with **PLC interface tools and remote monitoring platforms**
- Has experience in **training and coaching**: able to develop and deliver technical training modules.
- Is **organised & structured** in their work and understands the need for thorough reporting.
- Is **fluent in Dutch and English**; proficiency in French, Spanish, or other languages is a plus.
- Has strong **communication skills**: able to collaborate across departments and cultures.
- Is culturally sensitive and adaptable for **international collaboration**.

Attitudes

- Enthusiastic and solution-driven, with a **proactive mindset** and structured attitude.
- **Confident and communicative**: comfortable leading discussions and training sessions both internally and towards customers.
- Team-oriented, collaborative with coaching skills.
- Result- and quality-focused.
- Willing to **travel flexibly and internationally** (15–25%) for commissioning and to setup, train and support local service entities.
- **Applicant must have a valid work permit/permission to work in Belgium**
- **Relocation not provided**

You will feel like a fish in our water if...

- You like honest, straightforward, and to-the-point communication in **Dutch and English** (open feedback make us all better)
- Integrity is one of your key values
- A **'work hard-play hard'** culture in a pleasant and dynamic start-up drives you
- You are **socially engaged** and you believe in the power of 'business as a force for good'
- You don't take yourself too seriously

You'll love us for

- **Changing the world** for the better and giving you the chance to be a part of it
- **Investing** in you: we believe talent like yours needs to be fostered and watered regularly for it to grow
- Providing you with opportunities: our company is growing and so will you
- An **attractive and creative remuneration package** for a job with impact
- A flexible schedule in place and time: you **schedule your work as it fits you**, to be at your best

<https://bosaq.com/>