Hexagon's Infrastructure & Geospatial Business Area combines measurement, positioning, and mapping technologies to help geodata-dependent industries capture, measure, and visualise the physical world – turning data into actionable insights for better decisions and greater efficiency.

Reliable monitoring solutions are essential for protecting infrastructure, construction sites, buildings and other critical assets. With your practical monitoring experience and technical expertise, you support customers and internal teams in successfully configuring, operating and using our monitoring solutions. As a Monitoring Support Specialist, you deliver training, provide application support and solve technical challenges across the Middle East and Northeast Africa.

Monitoring Support Specialist (f/m/d)

EMEA **100%**

This appeals to you

- Providing technical and application support for monitoring solutions across the EMEA region with a focus on Middle East and Northeast Africa.
- Delivering software, system and workflow training to customers, partners and internal teams, both remotely and on site.
- Supporting the setup, configuration, implementation and reliable operation of monitoring systems.
- Assisting customers and regional teams with technical questions, troubleshooting and application-specific challenges.
- Providing remote technical support via email, Microsoft Teams and remote-access tools when not travelling.
- Understanding technical customer requirements and translating them into suitable system configurations and monitoring workflows.
- Providing technical input to regional commercial colleagues for solution proposals and quotations.

This is you

- A qualification in surveying, engineering surveying, geomatics, geodesy or a comparable technical field.
- At least two years of practical experience in monitoring, ideally with a monitoring service provider, technology manufacturer or in a comparable monitoring environment.
- Hands-on field experience with the setup, operation or maintenance of monitoring systems.
- Practical knowledge of total stations and their use in monitoring applications.
- Understanding of monitoring workflows and systems that need to operate continuously and reliably.
- Experience supporting monitoring applications in real project environments, rather than exclusively general land surveying experience.
- Strong technical problem-solving skills and the ability to develop practical solutions independently.
- Confidence in delivering technical training and

- Demonstrating monitoring technologies and explaining complex technical concepts clearly to different audiences.
- Supporting customers during the deployment and adoption of monitoring technologies and best-practice workflows.
- Collaborating with monitoring specialists and technical experts across the global organisation.
- Travelling approximately 60 to 70% across the assigned region to deliver technical support and training at customer and project locations.
- Receiving comprehensive training to build the required technical and application knowledge for the role.
- Working in a predominantly technical role (approximately 80%) while applying commercial understanding (approximately 20%) to support quotation details and understand the commercial impact of technical decisions.

presenting to groups, with the ability to adapt the content and pace to the audience.
- A self-reliant, resilient and flexible working style, with the ability to respond effectively to changing plans, timelines and logistical requirements.
- Willingness and practical ability to travel approximately 60 to 70% across the Middle East and Northeast Africa.
- Very good English skills. Arabic is an advantage, and French is an additional asset.

We offer you

- A highly technical and internationally focused role within Hexagon's monitoring business.
- Comprehensive familiarisation with our monitoring portfolio, software, systems and working methods.
- Close cooperation with experienced regional and global monitoring specialists.
- An initial onboarding programme that may include training in Heerbrugg, Switzerland, and practical shadowing of experienced specialists.
- A high level of independence and responsibility in supporting customers across an international region.
- A flexible working setup combining customer-site activities, international travel and remote technical support.
- Opportunities for personal and professional development.
- An international working environment and collaboration across teams and countries.

About Us

At Hexagon, we are the global leader in measurement technologies. Our precision measurement, positioning, and autonomous solutions transform the world's most vital industries – providing the confidence that customers rely on to build, navigate, and innovate.

From microns to Mars, we drive productivity, quality, safety, and sustainability where it matters most. We help industries operate smarter, reduce risk, and reach new levels of efficiency.

Looking ahead, we are advancing our customers towards a future of true autonomy – enabling them to meet sustainability and demographic challenges with confidence.

With approximately 16,000 employees across 50 countries, Hexagon combines global scale, expertise, and innovation to make a lasting impact across some of the world's most vital industries.

Learn more at hexagon.com.

Contact

If you have any questions, please do not hesitate to contact Dominik Kung, Talent Acquisition Partner.

APPLY NOW

Leica Geosystems AG

Heinrich Wild Strasse
CH-9435 Heerbrugg

Job-ID: qjh1teby

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