



TCR Group – Telematics Technical support



Telematics Technical Support

The opportunity

We are looking for a hands-on, technically skilled, and solution-driven Telematics Technical Support to join our growing operations team.

In this new role, you will support the rollout and standardization of telematics systems across our global Ground Support Equipment (GSE) fleet. You will be the technical backbone of our telematics deployment efforts, helping validate installation quality, standardize procedures, troubleshoot issues, and support integration with OEMs and internal teams.

You will collaborate closely with workshops, project leads, OEM's and data teams to improve the quality, consistency, and impact of telematics data. This role is key to accelerating our "Connected Fleet" strategy and will support the scaling of advanced services.

A snapshot of what you will be doing here:

Telematics Deployment Support

- Validate and troubleshoot telematics installations across lead-acid, lithium, and hybrid vehicles
- Assist local teams and workshops in resolving installation issues (e.g. signal loss, wiring problems, CAN access)
- Follow up on installation quality, especially during large rollouts
- Support prototype and first-article installations with OEMs and rental entities

OEM & Vendor Coordination

- Liaise with OEMs to validate electrical diagrams and ensure telematics compatibility
- Prepare or support the development of installation kits, signal standards, and connector definitions
- Act as the technical contact for telematics providers for issue resolution

Documentation & Training

- Create and maintain clear installation instructions and wiring standards
- Provide training (remotely or on-site) to field technicians and local project teams
- Support knowledge transfer to entity-level teams to enable autonomy over time

Signal Validation & Data Quality

- Monitor signal integrity (hourmeter, SOC%, CAN values, etc.) from installed units
- Support validation of specific use cases (driver ID via card reader, charging signal logic, battery temperature, etc.)
- Collaborate with reporting and analytics teams to ensure reliable data structures

We're looking for someone who:

- Has a background in electronics, vehicle systems, or operational engineering
- Can read wiring diagrams, diagnose electrical systems (12V/24V), and validate signal logic
- Is familiar with CAN bus systems and data diagnostics (preferred but not required)
- Works in a structured and autonomous manner, with the ability to balance technical depth and practical field realities
- Is hands-on and curious, with a proactive approach to solving problems both onsite and remotely
- Communicates effectively with both field teams and central teams
- Is fluent in English, both spoken and written
- Is proficient with Excel, reporting tools, and digital coordination platforms

We encourage you to apply if you see a strong match with the core responsibilities—even if you don't meet every requirement. Research shows people from underrepresented groups often hesitate to apply unless they meet all criteria. At TCR, we view job profiles as a guide, not a checklist. We're looking for relevance, not perfection.

Why this role matters:

With a growing number of connected vehicles across our global fleet, maintaining data quality and signal consistency is becoming increasingly important. This role is key to ensuring that our telematics systems remain reliable and scalable as we expand. By supporting diagnostics, validating data, and resolving technical issues, you'll help ensure our teams have the information they need to optimize operations and enable data-driven decisions. Your work will directly support the success of larger telematics initiatives and bring greater efficiency to the entire organization.

We think you will love working with us:

At TCR Group, we foster a vibrant and collaborative work culture that values each team member's contributions and reflects our company values: integrity, open-mindedness, accountability, and passion. You'll have the opportunity to drive change and contribute to our mission of sustainability in aviation. We are committed to creating an inclusive environment where everyone can thrive.

About our company:

At TCR Group, we are pioneers in Ground Support Equipment (GSE) solutions for the aviation industry. We provide rental, leasing, and maintenance services, ensuring reliability at over 200 airports worldwide. With our headquarters near Brussels and a team of 1,800 employees, we are a trusted global partner, delivering operational excellence and innovation.

Your ticket to impact?

If you are passionate about driving technical execution, collaborating across functions, and scaling telematics innovation, we invite you to apply today.

Please note: *We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.*