

Field Service Engineer
North Germany

We are looking for a Field Service Engineer who must have **technical knowledge and skills**, as well as a **consultancy approach** towards the customer; he has to combine technical and communication skills, which allow him to propose technical solutions and improvements to machines, offering spare parts or upgrades to customers in order to increase the business and to create a **strong and trusting relationship**.

Role Responsibilities:

- **Installation and commissioning of equipment, start-up machines;**
- performing planned **maintenance**, monitoring performance;
- availability for remote support by phone in case of fault, or directly on site in case is not possible to solve the problem by phone;
- providing training on machines to service professionals;
- identify problems and provide solutions (in case is not an easy thing, will be support by Help Desk in Italy).

Requirements:

- background in Electrical/Mechanical Engineering;
- previous experience in providing **engineering field services, troubleshooting and field repairs** of electrical/mechanical equipments;
- Knowledge of PLC basics is considered a plus;
- be able to speak **German and English**;
- availability to travel for 70%-80% (in order to visit and to provide support and assistance to customers located mainly in North Germany, or in other countries in Europe or extra Europe in accordance with the needs of Service Dpt in Italy);
- be able to **work under pressure, team oriented and flexible**;
- must have strong customer service skills and have the ability to interact confidently with customers.

What we offer:

The annual gross salary is depending on the experience of the candidate.

For doing his job, the technician will provide support by phone from his own home and move to the customer when needed.

We appreciate your work and we hear your opinion. Respect, teamwork and mutual trust - that is what characterizes our international team.



Do you enjoy working in a **dynamic and international work environment**, focused on personal development and continuous improvement? Do you identify with this position and **look for a new challenge**? We are pleased to meet you! **Send your application.**

"We value diversity and therefore welcome all applications regardless of gender, disability, nationality, ethnic and social background, religion / ethos, age, as well as sexual orientation and identity. The data will be processed and stored exclusively for current and future selection purposes to ensure privacy rights and EU Regulation 679/2016.