

Job Description

Our customer, Esko is the worldwide market leader with software for packaging buyers, designers and manufacturers and hardware products for the packaging, label, sign and display industries. With Headquarters in Ghent - Belgium, Esko employs around 1,300 people worldwide. Its global sales and support organization covers Europe, the Americas, Northern and Southern Asia.

Field Service Engineer DACH (m/f) North Germany

Description

As a Field Service Engineer, you will be accountable for the installation, service and preventive maintenance for customers located in DACH. You will act as a back-up engineer for other regions. Moreover, you will be responsible for the installation and training of our software driving the hardware equipment.

Main responsibilities and key activities

- Installation and test of equipment and delivery acceptance. The installation covers both CAM tables and CDI.
- Diagnose and repair faulty equipment on site including communication to the Service department and end-customer.
- Conduct pre-installation and preventive maintenance visits.
- Instruct the customer about the day-to-day use and maintenance of their hardware equipment and software collateral.
- Complete intervention reports including sign-off by the customer.
- Increase Customer Satisfaction by conducting courtesy visits, organize follow-up calls, ...
- Work in close collaboration with the First Line Hardware team.
- Facilitate the return flow of spare parts.
- Keep knowledge up to date by attending courses, self-study, and in-depth preparation.
- You will report to the Regional Service Director

Qualifications

- Master degree in Industrial Engineering or Bachelor degree Electronics or Mechanics or equivalent
- Technical knowledge of our product portfolio (both CDI and CAM) and related products
- Ability to demonstrate the base functions of our hardware and related workflow in a customer environment
- Ability to diagnose problems and take the necessary actions
- Customer-oriented
- Strong affinity with software.
- Ability to provide clear information to the customer with respect to action plans & progress
- Ability to work independently
- Willingness to travel frequently
- Native German language skills and excellent knowledge of English
- Knowledge of any other European language is a plus
- Positive attitude and team player

Please apply via our website www.knox-gmbh.com or send your application with cv to hr@knox-gmbh.com.

Kontakt:

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