

Regional Support Technician (m/f) - ID 400102

The Company

Our customer is changing the way parts are made with a simple click – one industry at a time. Founded in 1994, it manufactures and markets high precision 3D printers for manufacturing of solid objects designed in CAD. The resulting 3D printed objects are wax patterns ideal for lost wax investment casting and mold making applications. These patterns provide the industry's highest standards in surface finish, accuracy and material castability while eliminating the need for post-processing. Today, more than 5,000 of our customer's high precision 3D printers are operating in over 80 countries for the manufacturing of jewelry, consumer electronics, biomedical products, orthopedics, dental prosthesis, orthodontic appliances, toys, video games, sporting goods and power generation applications.

We are currently looking for a Regional Support Technician in/near Belgium.



Your Tasks and Responsibilities

- Provides technical customer support for 3D printers directly at customer sites and via telecommunications vehicles, where possible.
- Educates customers on best practices for the use and operation of 3D Printer products to ensure optimal performance.
- Represents the Customer Service Department on product development teams to ensure that products are being designed for high levels of reliability and serviceability.
- Maintains records of system performance in the field and assist in driving product improvement efforts within the company.
- Identifies appropriate Field Replaceable Units and spare parts inventories, and documents processes and procedures that are required to diagnose and repair systems in the field and in the Refurbishment Department.

- Serves as subject matter expert for Engineering Change Orders, Field Change Orders, service manuals, service data bulletins, and product notices that convey product changes and updates to the field.
- Defines training requirements for field service personnel and provide training content to Technical Trainer.
- Visit customer sites within region to resolve complex technical issues or to provide assistance to Resellers and Distributors.
- Demonstrates commitment to Company Core Values by leading, acting, and behaving in a manner consistent with these values.
- Follows all company safety policies and procedures and attends all safety training related to the job.
- Other duties as assigned.

Who you are

- Associates degree or Bachelor's degree in Engineering or equivalent work experience and training.
- Three or more years' experience supporting complex electro-mechanical equipment installed at customer locations.
- Rapid prototyping or direct digital manufacturing industry experience is strongly desired.
- Customer-focused attitude with an appropriate sense of urgency and attention to details when handling customer issues.
- Ability to independently organize and prioritize multiple duties.
- Good verbal and written communications skills and the ability to resolve technical issues while maintaining a good working relationship with internal and external customers.
- Creativity and willingness to gain an advanced understanding or rapid prototyping and direct digital manufacturing applications.
- Ability to take initiative, maintain a positive attitude, be self-motivated, and to work effectively on projects with minimal direct supervision.
- Willingness and ability to work on both individual and team projects.

What we offer

- Excellent opportunities for professional and personal development.
- An exciting position in an international environment.
- Work in a highly motivated, committed and open-minded team.

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