



Technical Support Specialist - Engineer, Amsterdam

Fluent in English, International

Our customer, an international manufacturer of industrial machines, located in Amsterdam, is currently looking for an engineer in the technical support department. As an engineer, you will support the after-sales of the products and services, both off-site and on-site, and train the sales people and dealers. You will also join exhibitions and provide technical advice. Furthermore, you will communicate regularly with the sales department and customer services department when technical support is required.

You will be a member of a dynamic, multinational and technical team and will work globally in EMEA. At the beginning of the job, a training, arranged by the company, will be provided.

Job description:

After sales support:

- Analyze and understand customer requests
- Interact directly with customers to diagnose and solve technical problems
- Examine cases for technical complexity and advise the customers
- Support to dealers and distributors, both off-site and on-site
- Check product documentation, handle emails and support helpdesk

Refurbishing of machines:

- Maintenance of machines located in the showroom
- Inspection and restoration of returned or used machines for re-sale

Exhibition support:

- Advising customers about specific applications and supporting sales during the exhibition.
- Installation, operating and dismantling of machines for exhibitions

Training:

- Organizing and hosting technical trainings for dealers and distributors
- Monitoring dealer skills and notifying management about technical issues

Other tasks:

- Checking and approving warranty claims from dealers
- Advising and training sales persons about machine specifications and proper usage
- Supporting customer service with questions (i.e. availability of parts)



MIYAJIMA RECRUITMENT

**Job requirements:**

- Vocational School / Bachelor in Electronics, Electrical or Mechanical Engineering
Or gained skills through work
- Fluent written and oral communication skills in English. Japanese or another European language skills are advantageous
- A starter or more than 2 years of work experience for a similar position
- Some experience with troubleshooting procedures is a plus
- Some experience in manufacturing printing machines is a plus
- Knowledge of Adobe package and CorelDraw graphic software is a plus
- Customer and service minded attitude, good communicative skills
- Eager, fast learner, team player and organized
- Travelling through Europe on a regular basis
- Owning a driving licence
- Owning a Dutch work permit
- Willing to work in the long term

Please feel free to call Ms. Yumiko Miyajima (+31.6.14690830) for more information or you can apply for this job by sending your CV to info@miyajimarecruitment.com.



MIYAJIMA RECRUITMENT