

Field Service Engineer

International, based in Germany.

Job Type: Full-Time

Description:

Industrial Physics manufactures and markets testing instruments worldwide for measuring physical and analytical properties of a wide range of materials including plastics, metals, barrier films, paper, pulp, corrugated materials, foil, ink, coatings, cans, and medical devices.

All our brands form the leading global measurement solution provider for the canning and metal packaging industry. The companies hold a number of firsts to the market such as the XTS, an X-Ray based non-destructive seam inspection system that meets all testing requirements of the food and beverage industry.

We provide state-of-the-art gauges, testers, and software for fillers and can-makers serving customers in the food, beverage, and aerosol markets.

Purpose of the position:

The Field Service Engineer is responsible for giving technical support for our customers worldwide both remotely and onsite. The Engineer will be responsible for the technical support, maintenance, repair, training, and installation of the CMC-Kuhnke and Quality by Vision product range.

Key Responsibilities

- Installation, maintenance, and operation of all technological resources, and for the timely and continuous delivery of technical support services, maintaining a focus on quality and customer service.
- Provide technical support CMC-Kuhnke and Quality by Vision products for customer (Hotline Support, Remote Support, Field Service).
- Development of new solutions and testing. Preparation of manuals and product guides.
- Visit customer facilities during the installation and commissioning phase of the different installed technologies and provide on-site customer training.
- Communication with Engineering for the resolution of technical product incidents. Report to Quality and related departments of any failure, technical or operational, ensuring their due follow-up and solution.
- Work independently in consultation with all members of the service team
- Ensure full customer satisfaction, the customer will see you as the primary contact for any technical related issue.
- Travel will be within the EMEA region, but occasional travel outside this region will be requested.

Ideal Applicant Background:

- Technical background
- Fluent in English; other languages an advantage, German highly recommended.
- Bachelor's or engineering degree or equivalent experience in technical field
- Previous technical experience in the canning and beverage industry is a bonus.
- Familiarity with pneumatics, basic knowledge of electronics, experience with test and inspection equipment is preferred.
- This is an international position and will require travel 75% of the time.
- Valid passport and driver's license.
- Ideal applicant resides in Berlin. Applicant residing outside Berglin or Germany will be considered but must be within the EU and within one hour from an international airport.

Skills:

- Exceptional troubleshooting and problem-solving skills. Should enjoy the challenge of investigating device breakdowns and discovering the root cause.
- Hands-on approach – comfortable using manual tools.
- Excellent communication skills. Applicant should be able to explain a complex system to someone without a technical background or limited language skills.

What we offer:

- Working in a modern company in an international environment
- Teamwork at eye level, integrated in a professional service organization.
- Home office for service activities without customer contact
- Flexible working hours

For consideration, please reference Job Title and submit Cover Letter and Resume to Evelyn Dembeck – HR & Payroll edembeck@industrialphysics.com