

Customer support engineer

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Location: Edegem

Category: computer-and-mathematical

Functieomschrijving

As a Customer Support Engineer, your responsibilities include managing all incoming complaints. Specifically, this entails logging customer complaints and conducting an initial analysis based on the information gathered. Additionally, you are tasked with estimating the necessary actions to assist the customer promptly.

You may need to coordinate with colleagues, acting as problem owners and/or from related departments such as Service, Back-office, Quality, R&D, as required.

Effective communication, both internally and externally with customers, is paramount.

In-depth investigation to identify the root cause may be necessary, which could involve damage analyses, materials research, 3D simulations, calculations, etc. Collaboration with external experts might also be necessary.

Finally, you will present a solution report and recommendations to prevent recurrence of the issue in the future.

Profiel

Do you possess a master's degree in Engineering or Science along with relevant work experience?

Are you someone who enjoys delving into problems and can achieve goal-oriented solutions?

Are you solution-oriented and possess strong communication skills, even in challenging situations?

Are you fluent in both spoken and written English and Dutch, or are you willing to learn Dutch?
(Additional language proficiency in French, German, and/or Spanish is advantageous but not required)

Are you a genuine team player?

Are you meticulous, dynamic, able to handle stress, and customer-oriented?

This is the job for you! **Organisatie- en afdelingomschrijving** Our client is a recognized global leader in designing, manufacturing, and supplying industrial gearboxes for various industrial applications worldwide. With nearly 100 years of experience in drivetrain technology, they offer advanced solutions that meet the needs of their customers across the globe.

We are looking forward to a customer support engineer for them. **Aanbod**

You will join a close-knit team with an international presence. We offer a full-time permanent contract, along with attractive fringe benefits, including:

Meal vouchers worth €8 per working day

Group and hospitalization insurance

Disability insurance

Bicycle leasing plan

18 additional days off (ADV)

Flexible working hours between 7 a.m. and 7 p.m.

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