

Field Service Engineer Sign & Display UK and Ireland.

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Company: Agfa

Location: Mortsel

Category: computer-and-mathematical

Field Service Engineer UK & Ireland

This role requires someone who can motivate themselves when working alone and remote from the parent organization, offering strong technical problem solving skills and great customer service. The ability to communicate clearly on technical matters is vital due to the customer facing nature of this role.

This role is UK home based, frequent travel across UK and Ireland, occasional Europe and North America.

Main Tasks

To repair and maintain customer equipment effectively and efficiently.

Carry out pre installations and installations.

Provide remote call pre-qualification and attempt remote fix wherever possible.

Document and report technical issues where necessary.

Ensure logging & closure of calls according to published guidelines.

Maintain a good relationship with customer facing teams.

Support the customer in the field, mainly in UK/IE but also support in Europe from time to time.

To work on a standalone basis, maintain a good team spirit and share knowledge with other colleagues.

Profile

Professional bachelor within a technical area or equivalent by experience for service work (installations, repair etc.).

Ideally, previous experience of working in a customer facing role providing technical support.

Skills in service of Wide Format equipment is preferred or similar

Preferred skills with Networking, operation system / IT skills.

Effective communications with internal /external customers.

Fluent English is a must.

Problem solving skills / core technical skills.

Good planning & organizational skills.

Working understanding of common Office IT Applications (MS Word, Excel, email etc).

Must be prepared to travel with overnight hotel stays, mainly in the UK/IE area but also Europe and (possibly overseas) and occasionally longer periods for product training.

Preferably living in the region around Sheffield / Leeds area to make travel time most efficient.

Local valid Driving License.

What we offer now and in the future

A dynamic global organization with a history of innovation and strong product portfolio.

A challenging environment combined with a supportive management structure.

Career development and growth.

A competitive salary and benefit package and company car.

A friendly work environment surrounded by dedicated and professional colleagues.

Interested?

Curious about this opportunity? We are happy to tell you more about our company, the content of the function, responsibilities and possibilities. Just apply!

About the company

Agfa is a leading supplier to the printing industry. All over the world, we supply sign & display as well as other companies with a range of highly productive and versatile solutions, wide-format inkjet printers and dedicated inks, in addition to workflow automation software. We also serve various industries by deploying our state-of-the-art inkjet inks in printing solutions that are integrated into existing manufacturing processes.

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