

Remote monitoring specialist

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Company: Kardex

Location: Belgium

Category: computer-and-mathematical

As our Remote Monitoring Specialist, you will work with our existing Monitoring capabilities and implement appropriate services that prove value to our customers and improve effectiveness of our service operations. Maintaining high availability through predictability based on the early warnings and error detection the monitoring system is providing.

You will design and implement new services, coordinate with the local and regional service departments. The LCS sales colleagues will work together to build the value proposition to make this a profitable and sellable service to the customers.

The remote monitoring services will work closely with the hard- and software servicedesk to register all calls created from the monitoring events and resolve them within the terms of the customer service agreements. Calls will be evaluated and improved as part of the continuous improvement program to further enhance the capabilities of remote monitoring.

You will act as a brand ambassador by modelling the Kardex Remstar Core Values in every interaction with customers & colleagues and be the face of the Life Cycle Service department at our customer sites across the country.

In this important role you must prove to be flexible and willing to commit the time and effort necessary to meet our customers' needs ensure customer satisfaction and loyalty during every interaction.

Your tasks

- Implement existing Remote Monitoring system and make it available for support of customers

- oRegistration and implementation of Connect-boxes at customers
- oMonitor connected systems and events generated
- oPerform 1st line support; escalate towards 2nd line
- oFollow up on backlog and customer communications
- oClose calls, evaluate & improve
- Design and setup service as a result of remote monitoring signals and messages
- Test and validate services with the servicedesk hard- and software
- Creation of time and cost estimates, translate to sellable services
- Selection and evaluation of external software
- Preparation of the technical documentation
- Work with remote monitoring development to improve and enhance possibilities
- Setup and provide training to LCS teams
- Ensure that all events are logged into a call handling database, ensuring completeness of information such that the evaluation of field enquiries and failures can be produced
- Evaluate, test and improve monitoring agents and follow up process

Your profile

Excellent communication skills

- Customer oriented
- Socially presentable
- Confident, strong assertive team player
- Good interpersonal skills
- Ambitious and looking for growth
- Methodological skills
- Knowledge of MS Windows operating systems (Services, user rights)
- Knowledge of MS SQL
- Successfully completed studies in automation engineering, electrical engineering, computer science or further education as a technician (m/w) with an adequate specialization or comparable qualification
- Professional experience in system-oriented software development with structured text
- Ideally first knowledge with B & R control systems
- Practical experience in common fieldbus systems, typically CAN, IO-Link, Powerlink

- Independent operation and contact strength
- Cost-conscious thinking and creativity
- Overview of computer networks (DHCP, DNS, IP, ...)
- Basic Database knowledge (both SQL language and management tools)
- Experience in industrial environment could be a plus.
- Local language proficiency
- English CEFR Level B2 (upper intermediate)
- Window of working hours 07.30 – 22.00 hrs weekdays; possibility to move to a 24/7 roster
- Willingness to travel
- Car license

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