

3D Systems Leuven is looking for a

TECHNICAL SUPPORT ENGINEER (M/F)

ABOUT 3D SYSTEMS LEUVEN

3D Systems Belgium (Leuven) is a dynamic and leading enterprise, specialized in 3D Printing of metal components. 3D Systems Belgium is not only a technology developer but also a technology user. This makes us a strong innovation partner for clients in the industrial, medical and dental sector.

With this technology, we build up material in layers using a high intensity laser until it becomes a solid product. Unlike conventional production techniques, this one does not render any material loss, nor does it require any tooling. It does however, enables the designers to manufacture very complex geometries, which are not producible using the traditional techniques.

TASKS AND RESPONSABILITIES

As Technical Support Engineer you will deliver technical support through phone, email or remotely to optimize system performance and minimize equipment downtime while ensuring maximum overall customer satisfaction.

- Understand how the customer uses the 3D printers
- Identify issues, understand root cause and suggests correct repair on customer's 3D printers
- Effectively explain procedures and repairs to partners and customers
- Exercise proper etiquette when interacting with customer via phone and e-mail
- Possess deep technical understanding of the platform being serviced including electronics, hardware, software and materials
- Aware of customer's expertise, capability and contractual obligations
- Priorities are established by supervisor; however employee is expected to manage workload to accomplish tasks with little or no supervision
- Employee is expected to evaluate and respond to new situations which require immediate attention with no supervision
- Look for opportunities to improve products and procedures working with internal teams
- Look for opportunities to improve responsiveness to our customers
- Learn new products being launched
- Effectively use Salesforce (CRM) to document customer interaction

PROFILE

- Technical Bachelor or equivalent through experience
- 2-4 years of related technical experience
- Excellent oral and written communication skills
- Experience with Microsoft Office
- Excellent troubleshooting skills
- Customer support/service experience is required; field repair experience is strongly preferred
- Able to work in teams and alone with little or no supervision
- Excellent mechanical, electrical and computer skills
- Able to work in a fast paced environment

WE OFFER

- A challenging job in a young and dynamic team
- A competitive salary and additional non-statutory benefits
- Career opportunities in a global company with exponential growth.

INTERESTED?

Send your CV and motivation letter to:
lore.blocquiaux@3dsystems.com