

Title: Controls Service Engineer (Europe)

Job Holder: (Name)

Reporting to: (Name)

The job holder is responsible to

Provide professional technical assistance on-site and off-site to Customers in EMEA and worldwide for all aspects of electrical / controls tasks associated to IS machine line equipment in close cooperation with Customers, Service Management, Project Management, Production Specialists, Sales Account Management, Training, Logistics & Manufacturing, Corporate Quality and Third Parties.

MAJOR TASKS

- Electrical Installation Supervision, including:
 - Electrical installation pre-installation planning
 - Acceptance tests at any Emhart Glass facility to ensure that equipment is ready for installation prior to machine shipment.
 - On-site Installation Supervision of customer fitters/electricians or third party contractors
 - Complete Installation Check Protocol
- Electrical Start-up Assistance, including:
 - Electrical commissioning after installation is completed
- Provide break down and troubleshooting assistance
- Maintenance Support on-site at customer site
 - Perform Electrical Equipment Condition Health Checks
- Provide equipment familiarization training for customers on-site
- If applicable: provide customer training on-site or in Bucher Emhart Glass training center in cooperation with Training group and assist in updating training documentation
- If applicable: provide remote service
- Service reporting for each service activity, including:
 - Service trip report, time recording, expense report
 - Health & Safety method statements and risk assessments
 - Feedback about product quality and engineering design
- Build good customer relationships and loyalty to Bucher Emhart Glass during all service activity
- Other duties may be assigned

SPECIFIC TASKS

- Perform service tasks in line-with Bucher Emhart Glass Health & Safety policy
- Perform electrical installation work and repairs
- Provide technical assistance to customers and internal by phone or e-mail
- Feedback training needs to Service Management
- Assist in updating installed equipment databank
- Assist in maintaining, improving and new developments of customer service products
- Assist in development of new machine products in cooperation with RD&E

JOB PROFILE

- Technical education (e.g. diploma or degree in a related field)
- Network / computer know how
- Electrical / Controls know-how and experience with IS machines is an asset
- Experience in Customer Service in the machinery industry is an asset
- Language skills:
 - Good English, verbal and in writing
 - Any additional major European language is an asset
- Experience in overseas business activities is an asset

OTHER JOB REQUIREMENTS

- Service and customer oriented personality
- Heavy and frequent travel both domestic and international. Occasional travel required on short notice.
- Ability to work independently
- Initiative team player with team leadership skills
- Good verbal and written communication skills
- Computer skills: Microsoft office tools
- Office location: home based in Europe