

Title: Inspection Service Engineer (Germany or Europe)

Job Holder: (Name)

Reporting to: (Name)

The job holder is responsible to

Provide professional technical assistance on-site and off-site to Customers world wide for all aspects of inspection machine equipment in close cooperation with Customers, Service Management, Project Management, Sales Account Management, Training, Logistics & Manufacturing, Corporate Quality and Third Parties.

Major Tasks

- Installation Supervision, including:
 - Installation pre-installation planning, including machine placement and line layout
 - 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 technicians or third party contractors
 - Complete Installation Check Protocol
- Start-up Assistance, including:
 - Commissioning after installation is completed
 - Advising customers on inspections tools and parameter settings to meet their required quality standards
- Provide break down and troubleshooting assistance
- Provide production and maintenance support at customer site
 - Perform Machine health checks (audits)
 - Perform Technical Services Agreements (TSA)
- 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 inspection machine installation work and repairs
- Provide technical assistance to customers and internal by phone, e-mail or remote access
- 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 (bachelor degree, diploma or equivalent) in a related field, e.g. mechatronics
- Experience with machine vision or inspection machines is an asset
- Experience in glass manufacturing industry and with glass inspection equipment is an asset
- Experience in Customer Service in a manufacturing industry is an asset
- Language skills:
 - Good English and German, verbal and in writing
 - Any additional major language is an asset
- Experience in overseas business activities is an asset

Other Job Requirements

- Service and customer oriented personality
- Willingness for frequent international travel
- Ability to work independently
- Initiative team player with team leadership skills
- Good communication skills
- Computer skills: Microsoft office tools
- Location: based at home in Germany or Europe