

# Optimum Sorting – Technical support & Field service engineer



## WHAT WILL YOUR ROLE LOOK LIKE?

As **technical support officer & field service engineer** you take on a hybrid role that combines office-based support with hands-on field service activities. You play a dual role at the heart of our customer service operations by acting as a first point of contact for our customers when they reach out remotely for assistance as well as helping them in the field. Your responsibilities include:

### Technical service support:

- You manage incoming calls, emails or WhatsApp messages providing remote technical assistance to customers. You diagnose and resolve hardware and/or software issues on our machines or you reassign to the service coordinator to arrange an on-site service visit by a field service engineer
- You document service cases and maintain accurate records in our CRM system
- You'll handle (administrative) follow-up of service activities. This includes creating and closing service tickets, preparing service shipments and supporting the invoicing process.
- You'll take ownership of documenting work instructions and will proactively develop or improve internal processes and procedures where needed to ensure service efficiency and consistency
- You'll prepare our demo machines for on-site demo's by one of our T&D engineers

### Field service engineering:

- You're responsible for installing, servicing and maintaining the equipment at our customer facilities according to the specifications. You will troubleshoot and resolve electrical, mechanical, software and sorter programming issues both on site and remote (via phone or remote access)
- After installation you give technical training and education to your client on how to set-up the machine, use it and fix first line failures. You also give advice on how to maintain the machine.
- You share field insights regarding recurring issues and bottlenecks and how to fix them
- You're also responsible for the administrative processing of the work performed and you write work instructions if necessary

You report to the service manager

## WHO ARE WE LOOKING FOR?

- You're located near our Denver office and have a reasonable commute.
- You have a Bachelor's degree (mechanical or electrical) or comparable by experience.
- You have 3 – 5 years of experience as (service) technician, in which experience in machinery is an asset, as well as (a first) experience in a customer service role.
- You're willing to travel 80-100 days/year (the first year travel will be a bit higher due to the training period needed for this role). Travel is both regional as international so a valid passport is required.
- Your English is fluent, both in writing as verbal and preferably you know at least one other global language

(f.i. Spanish).

- You have knowledge of Office 365.
- You have a broad technical knowledge base: electrical (3-phase, 1-phase power, low voltage DC) and mechanical troubleshooting and reading of electrical and mechanical drawings. Knowledge of Linux, PLC, Siemens S7 and computer networks is an added value.
- You combine strong communication skills with technical know-how, enabling you to support customers.
- You are hands-on and solution-oriented with a passion for troubleshooting and a proactive mindset.
- You are flexible and adaptable, both in switching between office-based tasks and fieldwork as well as towards working hours and availability for customers.

## WHAT'S IN IT FOR YOU?

- You play a key role in ensuring smooth aftersales operations and customer experience.
- Because of our wide variety of machine and the tailored solutions we offer your job is very versatile and technical challenging.
- You get your own toolbox.
- You'll be working in a high-tech environment where quality is focus and where there is a lot of investment in R&D so your technical knowledge will always be up-to-date.
- We offer you a dynamic and varied job with the freedom to give it your own spin.
- You'll be working in a growing SME where we do not like to think in boxes and where there's room for initiative.
- We believe in open communication, a warm and family-like atmosphere, and a dynamic environment where change sparks opportunity.
- Competitive market-based wage (range \$70k - \$90k) with health, dental and vision insurance, 401k, paid time off and sick pay. For your trips there's mileage reimbursement and per diem reimbursement.

<https://www.optimum-sorting.com>