



Customer Technical Support (German speaker)

We are looking for a passionate Customer Technical Support to drive our customer satisfaction by ensuring that customers have all they need to successfully work with our products throughout the product lifetime.

You will be responsible for providing principal technical support for our customer, collect data and resolve user problems, educating them on resolutions promptly and professionally. Ensure end-user needs are met with consistently high quality of service provided and update the team on progress toward resolution while creating walkthroughs documentation of each client issue/resolution.

Responsibilities

- Supporting customers to resolve technical issues they are facing with our products
- Maintain customer history in CRM/SAP
- Continuous maintenance of the issue data base to ensure efficient resolution of repeating issue
- Issuing quality and warranty claims
- Creation of documents / videos to avoid customer complaints for known issues
- Closely working with the Technical Service department, Supply Chain, Quality Management and Product Management to ensure that measures are taken to avoid repeating incidences in the future
- Informing our sales team and distribution partners about potential issues and how to resolve them.
- Onboarding of new customers via web conference / remote maintenance tools
- Proactive information of customers about new software releases and the creation of related documents

Requirements

- Bachelor Degree, preferably in a technical field or equivalent work experience
- +2 years of experience with technical products, preferably in a product support or repair service capacity
- High level of English and German
- Strong customer focus and service mindset, strong communication, and interpersonal skills
- Creative problem-solver that can envision and articulate solutions to complex customer problems and issues

About the #EagleTeam

Screening Eagle Technologies | Proceq | Dreamlab

We are on a mission to protect the built world with software, sensors and data. We hire talented problem-solvers with bold ambition who share our passion for inspection technology to sustain mission-critical assets and infrastructure for future generations. Our culture is creative, innovative and inclusive. We are a fast-paced, product-driven, growth company headquartered in Switzerland with our Singapore and Malaga technology hub and a global mindset looking to lead a digital revolution in inspection. Want to join the #EagleTeam?

Send your application to
hr-europe@screeningeagle.com