Technical Support Engineer

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Job Summary

Vacancy :
Deadline : Jan 01, 1970
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Employment Status : Full Time
Experience : 3 - <5 Years
Salary : $10000
Gender : Male
Career Level : Architecture/Engineering
Qualification :

Job Description

As a Technical Support Engineer you will,
• Provide key technical support to the dealers, handling technical correspondence, supporting or assistance
• Troubleshooting and corresponding on technical questions or inquiries from dealers and Sales dept
• Technical training for current/new models to dealers, users and employees
• Analysis and settlement of the warranty claims from the dealers in different territories
• Giving instructions on new products
• Coordinate modifications
• Technical information feed-back to factory for the future products improvement
• Providing occasional field support (upon request)

To be successful as a Technical Support Engineer you need,
• Engineering background
• Excellent oral and written communication skills with a passion for working with customers
• Working proficiency in English, proficient in other European language is a plus
• Willingness for occasional travels (Europe, Japan)
• Knowledge/experience with hydraulic system or combustion (or electrical) engines is a plus
• Knowledge/experience with warranty process and handling European dealer network is a plus

Your new company
Hitachi Construction Machinery is a world leading manufacturer of construction and mining equipment with a strong focus on a consistent development to provide customers with the technology, products and services that generate new value. Its employees represent a group of trusted experts while keeping continued focus on innovation and growth. Are you an independent and data-driven achiever focused on the performance that is looking to join our new multi-cultural, collaborative and an innovative team? If so, then we are looking for you!

What you need to know
If you're interested, click "Apply" and submit your application with an updated CV. If you know anyone that might be interested, please share this job opportunity further!
  Apply

Education & Experience

Strong understanding of Java 8, Microservices, Spring-boot, API Development and AWS Proficient in Core Java /J2EE technologies & Spring framework Experience in Pair programming

Must Have

• Ability to work independently, with minimal supervision and guidance
• Experience using Docker to package and deploy web applications
• Experience with cloud-based web services and database systems (e.g. AWS, Google Cloud, Microsoft Azure)
• Familiarity with server-side programming (e.g. Node.js, Python)
• Experience customizing Content Management Systems
• Experience working in an agile environment
• Background in user experience and/or design
• Involvement in open source projects

Educational Requirements

Compensation & Other Benefits

As per company policy