

Field Service Eng.

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Company: Xjet

Location: Rehovot

Category: other-general

Description

The Field Service Engineer (FSE) is part of the global customer success operation that is responsible for supporting XJET customers in both pre-sales and post-sales activities.

Including systems installation, training, remote and on-site visits, systems repair, and follow-up driving the customer for high utilization and usage.

Working on problems to resolution based on defined SLA, customer severity and ability to analyze system data and reports.

Duties and Responsibilities

- On-site customer visits for site preparation, installations, training, upgrades, preventative maintenance, and break-fix activities
- Supporting customers in a 3D Additive Manufacturing environment
- Customers and Distributor's remote support
- Customers call / CRM cases handling from creation to resolution
- Troubleshoot, diagnose and report XJET systems symptoms
- Technical writing assistance
- Maintain ongoing communication with the customers – proactive approach

Requirements

At least 3 years of experience installing and supporting multi-disciplinary systems

Qualifications & Skills

- Mechanical /Electrical, Engineer or Practical Engineer

- Traveling abroad to customer sites 50%
- Excellent technical skills
- Languages: Excellent English and Hebrew
- Customer service oriented

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