

October 2,2013

Technical Support Engineer region TeeJet Technologies ORLEANS

Job Description

The Technical Support Engineer will represent the broad line of TeeJet electronic and crop protection products.

Technical Support to the customers and the regional offices will be an integral part of this position as well as working closely with Product Development Engineers, Regional Sales Managers and Business Manager in relation to product support related activities where necessary.

This individual will report to the Quality Manager in Support & Aabybro and work closely with the Regional Sales Managers and Support & Repair team in Aabybro and Springfield.

The open position will be based out of the company office in Orleans, France and will cover a territory of southern Europe. The position requires prior sales experience.

Responsibilities

- Technical support – to our OEM customers, distributors, dealers and regional offices: Provide support concerning product functionality, product updates, new product introduction ,product testing, product failure and repairs.
- Onsite customer intervention and analysis for problem solving or testing
- Support to the Engineering group in Aabybro and Springfield concerning prototypes and test, where necessary.
- Analyzing and maintaining knowledge concerning competitive products
- Providing product specific input from the market to the Engineering group concerning new products and solutions.
- Conducting product related training for sales representatives and customers
- Creating product support documentation and support literature.
- Preparing prototypes/units for shows and customer presentations.

Duties

- Supporting company goals and objectives.
- Participate in national and international shows.
- Participate in the arranged Sales conferences when required.
- Work closely on daily business with regional sales managers.

- Priorities are set by the Support & Quality Manager in cooperation with the Regional Manager.
- Work on special projects assigned by the Business Development Manager
- Work from the TeeJet Orleans office location, situated in Olivet France
- Cover the countries in following geographical region :
 - South Europe (Belgium, Luxemburg, France, Switzerland, Spain, Portugal, Italy, Greece, Turkey, Israel, Egypt, Libya, Algeria, Tunisia, Morocco
 - Punctual assignments in other countries, EU and CIS regions

Qualifications and requirements:

- A strong mechanical and educational aptitude to maintain and improve the understanding of application and operation of all Spraying Systems products
- University degree in Engineering, Agriculture or related field is required, with preferred experiences in :
 - AG business.
 - GPS technology.
 - Hydraulic.
- Ability to present technical presentations to large audiences
- Strong written and verbal communications skills
- Strong analytical skills (experience building, evaluating and clearly presenting complex models is critical)
- Focus on solutions instead of limitations.
- Service minded, focus on professional technical support.
- Can develop long time relations with our customers and partners.
- Ability to work focused and quality oriented.
- Extrovert and a good communicator.
- Ability understanding cultural differences
- Must be a team player with the ability to work in a large corporate environment
- Fluent in French and English and preferably other languages, e.g. Spanish.

- Candidate will work from the office in Orléans. Primary residence should be close to the TeeJet office
- Willing to travel 50% to 70% of time and includes travel to Denmark and United States

Miscellaneous:

- Company car

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