

As Support for our Customer Support Team located in Rheinmünster/Baden-Baden we want to recruit several

Technical Support Specialists (m/f) – Customer Support EMEA

The primary task of the position is to provide first-level technical assistance to customers, distributors and Stratasys field engineers by telephone and e-mail on Stratasys products. This includes to handle problem resolution which may require follow-up and/or escalation to a higher level of expertise. The goal is to meet customer requirements through first contact resolution with high customer satisfaction.

Main Tasks:

- Provides first-level technical telephone assistance to customers, distributors and field engineers in German and English.
- Diagnoses hardware and software problems on Stratasys products, assess system status, prioritize and determine the proper course of action
- Follow up on all assigned calls on a daily basis.
- Identifies service parts needed for replacement of faulty parts determined from troubleshooting efforts
- Work with the EMEA Dispatch Center to assign call's to the second level Field Service Team if an on-site visits is needed

Qualifications:

- Good technical background or qualification
- Excellent communication and customer care skills
- Ability to solve difficult problems working on the telephone.
- In-depth knowledge of electro-mechanical systems and software.
- CAD background is an advantage
- Very good command of spoken and written English, as well as German (more Languages are welcome)
- Travel to the headquarters might be required as part of the product training

What we can offer additionally:

- diversified work
- strongly growing company
- Perspective & Developing
- Intensive induction phase
- Employee benefits
- Possibility to shape
- Friendly colleagues
- Fun at work

You are interested?

Then please send your detailed application, including the indication of your salary expectations and the availability to our e-mail: career.emea@stratasys.com. We look forward to receiving your application!



Stratasys Ltd., the innovation leader in 3D printing systems for rapid prototyping and additive manufacturing. Our systems are in use by world leaders in many industries, such as education, medical and dental, electronics, automotive, toys, consumer goods and footwear industries worldwide. We, Stratasys GmbH headquartered in Rheinmünster (Germany), are the European Distribution and Service Center for Europe, Middle East and Africa (EMEA).

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