

All-round Support Engineer

Flex Systems is a leading provider of mail and print solutions. Founded in 1993, Flex Systems is dedicated to providing comprehensive solutions that meet the demanding requirements of companies producing or processing mail using any type of database, printer or inserter. Flex Systems develops software to manage mailing lists, design and print mail, and process documents. Flex Systems' sister company, Specialty Equipment Services, offers a complete line of Inkjet printing products.

Our company is growing, we recently opened new offices in Germany and the US and are now looking to expand our team in the Netherlands. The office in the Netherlands is responsible for the development of our software products and integration of the software with our equipment. From there we also support our extensive European and Asian dealer network and end-users using our products.

Job summary

This position will demonstrate a high level of proficiency in all activities associated with providing sales assistance and technical support to our dealers and end users throughout Europe for both our software and equipment. The ideal candidate will have related experience with equipment similar to mailing equipment, inserters, printers and copiers. The ideal candidate has mechanical, electrical and software skills, and has the ability to foster strong customer relationships. Will be involved in software and equipment sales, installation and troubleshooting, and customer training. On-site as needed. Overtime and schedule flexibility is required.

Your main responsibilities

- Assisting dealers in demonstrating our software and creating equipment proposals.
- On-site installation of inkjet equipment and vision systems.
- Training of dealers and end-users in the use of the products.
- Provide technical support to customers and dealers via phone, email or other means of direct communication.
- Take the "lead" by providing timely and effective resolutions to problems.
- Troubleshoot hardware and software problems to resolution.
- Make independent business decisions and use good judgment.
- Other duties as assigned.

Requirements

- Computer and software skills.
- Field experience installing mechanical equipment.
- Experience working on electro-mechanical equipment.
- Understanding of software and hardware interfacing.
- The ability to build and enhance customer relationships.
- Independent, self-starter.
- A valid driver's license.
- English (verbal and written)
 - Advantage: Dutch and/or other languages.
- Flexible hours and schedule.
- The ability and willingness to travel.

What we offer

- A small but flexible work environment with a flat organizational structure.
- Informal work environment.
- One-year contract for 32/40 hours.
- Flexible hours.
- The opportunity to grow and develop your career.
- Competitive salary and fringe benefits.
- Easy accessible office by car or public transportation.

Interested? Any questions?

When you are interested in this job or want more information, call or email:

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Our websites: www.flex-systems.com and www.specialtyequipmentservices.com