



**GET ENERGIZED!
EMPOWER OUR
INTERNATIONAL TEAM**

Skilled professional

After Sales Engineer Support Office - m/f

This role is in our After-sales service team; eight enthusiastic and motivated individuals working in a friendly atmosphere at our Grâce-Hollogne facility; you will report to the Manager of Engineering Support.

Mission

Following an induction period and product familiarisation training, you will work with colleagues to provide technical support (including regular machine monitoring) to system users worldwide.

Key tasks

- Ensure customer satisfaction by solving technical issues and establishing accurate and timely diagnostics to enable scheduled interventions
- Prepare quotations for intervention works and prepare incident reports
- Manage maintenance contracts; offer system users preventative maintenance options and systems enhancements opportunities
- Manage and monitor After-Sales service operations/works undertaken by technicians
- Ensure good communications and co-ordination with colleagues from the design office, engineering and manufacturing
- Following a training period, be part of the on-call support system on a rota basis (1 week in 5)

Skills and Experience

- Bachelor's or Master's degree in industrial engineering with an electrical or electromechanical orientation
- Industry experience during which you have been able to test your theoretical and practical skills
- Customer/commercial support experience is not essential, but would be an asset
- You enjoy working in and have knowledge of varied technical fields
- You have an affinity with technical products and demonstrate pragmatism in problem solving
- A good communicator, reliable and resilient under pressure



- Good knowledge of English, both spoken and written. Knowledge of an additional foreign language would be a good asset

Our offer

- The opportunity to join and evolve with an established, yet innovative and expanding company, active at the global level in the development of high-tech products
- A varied role within a dynamic team and a motivating environment
- Modern facility with easy access (2 minutes from the motorway)
- A salary commensurate with your level of experience together with a benefits package.



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About KINOLT

Our company was founded in 1989 by a team of innovative engineers who specialized in critical power systems. A lot has happened since. Over the past decades we evolved into a global partner securing infinite power to major businesses and industries across the globe. From Hong Kong to Santiago de Chile, from Frankfurt to Singapore.

In an industry where power outage is never an option, where reliable power control is absolutely mission critical, understanding the needs of our customers and their reality is not only important, it's a necessity. That's why, while we are in the business of electrical uptime and availability, our people are at the heart of our business. From project start to finish – even when things get challenging - we stand by our customers' side to ensure that nothing is left to coincidence.

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