

Field Service Technician

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Company: Syntegon Technology

Location: Sandved

Category: computer-and-mathematical

Company Description

We are ready to try something new. Are you?

Syntegon is a global leader in process and packaging technology. With around 5,800 colleagues in nearly 20 countries, the Syntegon Group works on intelligent and sustainable technologies for the pharmaceutical and food industries. Let's contribute together to ensuring that people worldwide are provided with high quality medications and safely packaged food.

The Syntegon Technology A/S located in Sandved, Denmark specializes in the design and manufacture of high end machines for the pharmaceutical industry. Our special machines consist of both single machines and complete lines according to the market requirements for the global player in the pharmaceutical industry. With 110 highly motivated employees we realize innovative, standardized or customized solutions for MedTech devices with high customer focus.

Take the first step! Apply now!

Job Description

As a competent and loyal ambassador for Syntegon, you will be responsible for providing excellent service to our customers on-site. Your responsibilities will include the installation, commissioning, training, troubleshooting, testing, analysis, as well as maintenance, repair, and training of Syntegon packaging machines and related products.

You will conduct inspections, maintenance, repairs, training, and analysis on our customers' machines.

In case of machine downtime, you will actively assist in on-site problem-solving or via telephone (helpline) to improve machine performance.

You will present our service products such as modernization kits or spare parts packages to customers and provide advice on their pros and cons, serving as a link to the Service Sales department.

You will regularly participate in internal, external, and manufacturer training sessions to maintain and enhance your technical expertise and skills.

You will assist with machine acceptances at the factory as well as on-site with our customers.

As a Field Service Technician, you will train customers in the proper operation, modifications, modernizations, and basic adjustment and safety rules of our machines.

Qualifications

You have completed a technical apprenticeship as a mechatronics technician, electronics technician, industrial mechanic, electrical engineer, industrial electrician, or similar (, technician), and ideally, you have already gained some experience in a similar position.

You demonstrate strong problem-solving abilities and the ability to work in a self-organized manner, adapting flexibly to changing priorities and deadlines. Your open-mindedness makes you always ready to learn new things.

Thanks to your mechanical and/or electrical knowledge and your precise work ethic, you will easily succeed in this role. Experience with control systems from providers such as Allen Bradley, Siemens, or Beckhoff is advantageous.

Your proficiency in English and Dansk, along with your confident and professional communication skills, forms the foundation for interacting with our national and international customers.

Additional language skills (German) and experience in fieldwork/customer interaction are advantageous.

You enjoy traveling and are eager to embark on business trips to visit our customers.

Additional Information

Because we care about the well-being of our employees, especially our service technicians, who are our company's calling card to our customers, we offer you an extensive benefits portfolio:

An attractive salary package, pension and health insurance.

Possibility of a company car also for private use (depending on the official mileage).

Extensive continuing education opportunities, including digital and mobile learning opportunities

A corporate culture with a strong focus on technology and collaboration.

Great opportunities for personal and professional development.

Informal work environment and committed colleagues.

Intensive training on our machines by our experienced technicians, as well as digitally through our Syntegon onboarding app.

Various social activities.

Do you need more information about the job?

Should you have questions regarding the above position, you are more than welcome to contact:

Volker-Michael Kästner

+49 (7951) 402-341

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