

Application Engineer-Technical Support (ASH)

Benefits Offered

401K, Dental, Life, Medical, Vision

Employment Type

Full-Time

We are looking for an Application Engineer-Technical Support that will assist our customers, sales people and channel partners in the Americas via phone, email or in person. This position requires both technical aptitude and excellent interpersonal skills. She/he continually offers the highest level of “Smarter Customer Service”. The Application Engineer Technical Support works closely together with the counterparts in Asia and Europe and the Application Support Service management in Germany.

MAIN TASKS:

- Point of contact for all Pre and Post sales service Level 2 and 3 ASH (Application Service Hotline) tickets in the region Americas
- Safety products consulting and project planning for Pre & Post sales
- Support of product configuration/programming
- Support of product installation troubleshooting
- Ownership of all Post sale product issues
- Cooperation with Continental Product Managers to resolve any Pre/Post sales issues when appropriate
- Assistance at national and local trade shows as required
- Level 2 product complaint handling
 - o Training for technical competency regarding product and applications
 - o Fundamentals – Safety, Sensing, Bar Code, Measuring, etc.
 - o Application/Industry training
 - o On-site support & troubleshooting
 - o Services for customer trainings/consulting/commissioning

COMPETENCIES:

- Previous experience with PLC integration-required
- Previous experience with automation and/or automation related sensors, a plus
- Experience with Field-bus protocols especially Ethernet IP, a plus
- German Language (is a plus, not required)
- Valid U.S. Drivers License (required)
- Ability to organize and prioritize tasks between multiple on-going projects
- Excellent verbal and written communication skills
- Travel: 25% both domestic and international
- Able to lift products or equipment up to 50 pounds
- Customer orientated and ability to adapt/respond to different types of personalities/situations
- Proficiency in MS Office Suite programs

EDUCATION/EXPERIENCE:

- MS/BS/Associates degree in Electrical Engineering, Computer Engineering, Computer Science or related engineering degree with appropriate experience (required)

- 5+ years of relevant experience and supervisory responsibility (required)
- Pre/Post-sales support/consultancy experience (preferred)
- Previous experience with customer service, a plus

COMPENSATION AND BENEFITS:

Work schedule is 40 hours per week, Monday through Friday, with some overtime required or the ability to attend meetings and events after normal business hours. Benefits include a variety of options, paid entirely or in part for the employee by Leuze electronic, which include life, health, dental, vision insurance; short-term and long-term disability; paid vacation, paid personal time and holidays. Additional voluntary benefits include a flexible spending account program, supplemental life insurance for employee, spouse, and dependents, 401k program plus special events/activities.

About Leuze Electronic Inc:

With curiosity and determination, we – the Sensor People from Leuze – have been innovators for technological milestones in industrial automation for more than 50 years. The success of our customers is what drives us along with our work future-oriented work, Leuze continuously sparks new ideas thus actively contributing to progress within the industry.