



Our client is worldwide recognized as the premier global industry leader in eco-friendly technology solutions in the field of energy, building technologies, electricity, gas and water industries. The company employs approximately 6'000 specialist and held production facilities, R&D sites, service offices and point of sales all over the world in EU, US, Australia as well as in the most known emerging markets. As a trusted advisor and reliable partner and focused on quality and innovation, the group offers a complete portfolio of integrated equipment and services for sustainable smart solutions. To strengthen the global the global Customer Service Team at the Headquarters in the Zurich area, we have been retained to find an experienced

### **Customer Service Engineer Information Technology (m/f)**

In this global oriented Service Engineering position within the international Customer Services and Application Engineering you will cover the responsibility for daily technical product and application support for complex and modular based electrical devices / electronic systems (with integrated communication modules, SW/FW, measurement units, analogue and digital HW, network integration) to the global sales engineering team and to customers around the world. As technical point of contact you advise the sales organisation on questions regarding device parameterisation, create respectively modify system's hardware and software configurations for products and support your customers on how to make best use of them. The position is the interface between customers, sales engineers and internal experts from R&D, product management and manufacturing based in Switzerland and global. Furthermore, you tender and keep close contact with production sites for order specification and change management. Also you report product quality problems immediately and competently to the responsible departments and provide clear documentation as well as a professional Quality-Case management, if needed.

For this versatile role we are looking for a skilled Expert in international Customer Service Engineering, ideally for complex technical products, which are in need of an explanation (e.g. IT, metrology, communication systems, passive & active network components). You are to be known as a self-driven doer with an international spirit and to be able to combine a hands-on mentality with a methodical approach and the ability to prioritize and manage work to critical project timelines in a fast-paced environment. In addition to your technical skills you are very organised, detail-oriented and pro-active with good interpersonal communication skills. We expect a technical degree in an engineering discipline, e.g. electrical engineering, electronics, mechatronics or information technology and a good understanding of complex electronic/electrical devices. You bring along good problem solving skills, are willing to travel globally up to 10% and are able to communicate in English and German; any other language would be an advantage.

Please call us for further information or send us your application documents by email on [job@but-executive.ch](mailto:job@but-executive.ch). We guarantee full confidentiality.

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