

SERVICE & SUPPORT TECHNICIAN

The Service & Support Technician is part of the Service & Support Team for Business Unit JOSAM that is supporting our global sales operation of premium wheel alignment, induction heating and collision repair solutions.

He/she is daily supporting our stakeholders with remote support and on-site service and repairs jobs needing a mechanical and/or electrical skillset.

At JOSAM we firmly believe that our customer satisfaction and our distribution partner cooperations are crucial to have continued growth and increase our impact on heavy duty service & repair processes and green initiatives around the world. The Service & Support Technician is working from our Örebro office and reports directly to the Director Business Unit JOSAM.



YOUR RESPONSIBILITY

- Second line support in our JOSAM support process (phone and email) and work with the ticketing system and remote desktop support applications.
- Perform service, calibration and repair activities to products that belong to product line measuring, induction heating and hydraulics and secure its service sales process.
- Perform quality and others tests on products after service and repair jobs and other occasions in cooperation with engineering.
- Actively contribute to efficiency enhancement and / or product improvement. Actively participate in our RCI and portfolio change request process.
- Raise product shortages found with regards to quality, documentation, product safety, etc.
- Participate in and deliver training for service personnel.
- Comply with the company's quality and environmental policy and work according to the company's rules and regulations regarding health and safety.
- Work in accordance with our company values and code of conduct.
- Logistical activities and other occurring tasks within the department.

YOUR PROFILE

- You have an advanced level in Swedish and English and have had a previous experience with customer contact in (technical) support situations.
- You have a high technical interest and good mechanical and electronic skills.
- You are used to work with computers and you are skilled in Microsoft Office and other ERP systems (preferably Jeeves). Also a previous experience with CRM systems and ticket handling systems are a plus.
- You have a great ability to drive and organize yourself to meet service sales challenges and efficiency needs in the job. You are a self-learner and responsible.
- You are customer focused and get energized from customer interactions and supporting them. Your problem solving and structural mindset is a gateway to great interactions and creating customer value.

If you are interested in joining a growing company, celebrating its 50 years anniversary this year, you are welcome to check-out www.josam.se and send your application containing your CV and cover letter in English to patrik.thoreson@snapon.com.

For more information contact Emry Tack on emry.tack@snapon.com or +46 736 406 372.

The position should be filled immediately, and the recruitment work is therefore ongoing during the application period.