

Company Description

Lantek is the global leader providing software systems and solutions to companies manufacturing parts with sheet metal, tubes, and structural steel. From small workshops to international multi-plant corporations, Lantek systems are present in every kind of industrial factory. Lantek is a key partner in Digital Transformation for metal processing companies. We help our customers to achieve their Industry 4.0 goals with leading products and services, provided in an open multivendor platform. Lantek has more than 25 years of experience and more than 200 professionals spread around the world. Our offices are present in more than 15 countries worldwide, besides a significant presence in Spain, where HQ located. If you want to join a young, dynamic and expanding corporation, working in a sector with a great potential for development on a global level which, at the same time, offers real and attractive possibilities of both personal and professional growth, here you have your best opportunity!!

Information

 Deadline: 2019-09-01
  Country: Basque Country
 Category: Business
  City: Vitoria / Bilbao
 Province: Araba / Álava

Company

Lantek Sheet Metal Solutions



Main functions, requisites & benefits

Main functions

What we are looking for? We are looking for an International Support Engineer to join our customer success team. This is a very hands-on and technical role. If you're driven by understanding how things work, committed to delivering a great customer experience, this is your customer team. What you will do... Global Operations Defines and executes operations worldwide where Lantek hasn't direct assistance from offices or partners, and overriding local offices in specific situations.

Install, startup, operate and maintain complete Lantek installations including:

Lantek systems

Lantek integration mechanisms with cooperating systems

Machine configuration and start up

Specify, plan, control and close small/medium customer projects.

Define customer solutions compelling Lantek systems.

Identify requirements not included in standard products and specify them for estimation and development Train customer in the usage of Lantek systems.

Global Support

Backoffice for all Operations units in Lantek offices and for Lantek partners:

Support to Lantek organization worldwide

Operations

Training

Driver for issue resolution, coordinating different Lantek units.

Functional knowledge Microsoft environment (Windows, IIS, SQL). Lantek systems (complete portfolio). Manufacturing processes.

Metal processing technologies for sheet metal, tubes and profiles. Customer care (expectation management, conflict handling).

Interfaces

Customer (end customers, manufacturers, distributors and other partners).

Internal Customers (Branch Offices).

Project manager (big projects).

Global Services Leader and Global Support Leader (HQ).

Lantek Salesperson.

Requisites

Abilities & Skills Education Technical background, preferably Computer Engineering Competence Experience in technical projects