

## **GLOBAL CUSTOMER ENGINEER**

# 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: 2022-01-11

Category: Business
Province: Araba / Álava

S Country: Basque Country → City: Miñano Company

Lantek Sheet Metal Solutions



## Main functions, requisites & benefits

### Main functions

Global Operations To define and execute operations worldwide where Lantek has not direct assistance from offices or partners and overriding local offices in specific situations. To install, startup, operate and maintain complete Lantek installations including: Lantek systems. Lantek integration mechanisms with cooperating systems. Machine configuration and start up. To specify, plan, control and close small/medium customer projects. To define customer solutions compelling Lantek systems. To identify requirements not included in standard products and specify them for estimation and development. To 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

Technical background, preferably Computer Engineering. Experience in technical projects involving software in an industrial environment. Ability to handle expectations and conflict at customers. Fluent in English. Other languages will be a plus (German and/or French). Willingness to assume travel globally, but not frequently.

#### Benefits

Indefinite Contract. Work in a leading company in its sector that is constantly committed to Innovation. Participation in the development of projects of High Technological Level. A Dynamic and highly Qualified Team. Growth, training and personal Development.