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FOR OUR VACANCIES!

# GLOBAL HIGHTECH TEAMWORK

IHI Hauzer Techno Coating is an international high-tech organization, with over 210 employees and branches in Venlo, Barcelona, Yokohama, Shanghai and Olten. At our home base in Venlo, we develop and assemble plasma coating systems with vacuum, sputtering and arc evaporation technology, that find their way around the globe, to customers with notable names. At this medium-sized company, lines are still short and you can make a difference. Hauzer was founded in 1983 and became part of the Japanese IHI Group in 2008. The IHI Group is a group of more than 210 companies totalling up to 29,000 employees.

## CUSTOMER SUPPORT ENGINEER

*“The technical link between CS & Engineering”*

### WHAT CHARACTERIZES THIS JOB?

You will collect and analyze data from customers and colleagues on service requirements and reoccurring problems, in order to initiate and implement structural solutions and improvements into our coating systems. For this you will also use the data out of our ERP system (Exact) and report to the engineering departments. Also you will participate in new design/platform projects and the Life Cycle Management team.

Goal is to enable optimal support on maintenance and troubleshooting of our coating systems and to further improve the overall excellence of our service including after sales offers we can make our customers. You will aim for optimal customer satisfaction in terms of quality, costs and planning, leading to repeat orders.

Also you will analyze and improve the current way of working of CS and the cooperation with the other departments. For this you will act as a mentor towards your CS colleagues and as intermediate towards the other departments. You will help to improve the speed and efficiency of solving customer problems by CS, with less involvement of the engineering departments.

You will be part of the CS department in Venlo with 8 direct colleagues and report to the Manager CS.

### WHAT DO WE ASK?

- A technical Bachelor degree (BSc) in Software, Electrical or Mechatronic Engineering or similar;
- Very good understanding of mechanics and electronics and an even better understanding of software (PLC/HMI);
- At least 5 years work experience in a similar role within the international machine building industry, including defining service requirements and deliverables;
- Ability to lead projects;
- Strong need to structural improve processes via Lean methods (VSM, 8D problem solving, PDCA);
- Knowledge of MS Office, ERP and PLM systems and ability to read technical drawings;
- Excellent command of the Dutch and English language and preferably of the German language, verbally and in writing;
- Willingness to travel worldwide for at least  $\pm 20\%$  of your time;
- You are flexible, communicative, independent and a persistent go-getter.

### WHAT DO WE HAVE TO OFFER?

Apart from good primary and secondary conditions, Hauzer offers an environment with room for personal development and initiative while working in an enthusiastic and dedicated team of colleagues who strive for quality and innovation.

### INTERESTED IN THIS VACANCY?

Please send your cv and motivation by email to IHI Hauzer Techno Coating, Petra Vermeeren, HR Advisor, [pvermeeren@hauzer.nl](mailto:pvermeeren@hauzer.nl)

See [www.hauzer.nl/careers](http://www.hauzer.nl/careers) for our Privacy Policy for Job Applicants.

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