

Customer Service Technician

Department: **Customer Service Europe**

Location: **Germany or Benelux or the United Kingdom**

Job Summary:

The Customer Service Technician is responsible for performing field service that includes installation, configuration, testing, demonstration, troubleshooting, on-site technical support, repair and maintenance.

Essential Functions / Major Responsibilities:

- On-site installation of products, including configuration, demonstration, tests and trainings
- Post-installation technical support at customer's site, warranty and post-warranty service, repair and maintenance
- Installation, technical support and teardown of products on exhibitions, trade shows and events organized by company to demonstrate products
- Provide backup support to customers' technical requests
- Communicate end-user feedback and issues to appropriate personnel
- Create and maintain standard reports
- Have technical ability to diagnose and troubleshoot issues with products in the field
- Ensure quality by following manufacturing process instructions by installation
- Other duties as assigned by manager

Requirements:

- Experience with a technical work with AV products or in the AV industry
- Experience with LED products is preferred
- Must be knowledgeable about AV products
- Electrical, technical or similar background
- Ability to travel frequently within the territory, ability to travel within Europe from time to time
- Demonstrate flexibility in dealings with fluidity of installation needs
- May need to work overtime or odd hours if necessary
- Very good personal communication skills required to deal effectively with customers
- Knowledge of standard SW and tools used by the company
- Ability to maintain acceptable standards of office conduct

If you are interested in applying for this position, please send your CV and cover letter to hremea@leyardgroup.com.