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FAR

The all rounder in analogue plates



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XSYS
Print solid. Stay flexible.

About XSYS

XSYS is a global provider of integrated solutions for the flexographic, letterpress and pre-press printing markets, offering photopolymer plate processing systems, sleeves/adapters, and complementary workflow technologies. With a strong focus on customer success, we combine deep technical expertise with service and support to deliver consistent quality and productivity for printers, converters, and trade shops.

We are seeking a hands-on, customer-focused **Field Application Specialist - Flexo / Prepress** to join XSYS in Melbourne Australia.

The position involves servicing and maintenance of specialised equipment used within the Prepress Flexographic production environment. Ideally the position will attract suitably qualified electrical engineers with the required industry certifications including exposure to software workflow.

You will work closely with customers and internal teams, providing technical expertise, product training and troubleshooting across prepress processes and printing applications.

Please note: This is **NOT** an IT/software support role!

Field Application Specialist - Flexo / Prepress

Mission of the role & responsibilities

- Provide hands-on technical and application support within the flexographic printing environment
- Deliver on-site and remote training to customers and internal sales teams
- Support prepress workflows, including plate-making processes and related systems
- Troubleshoot and resolve technical issues in a production environment
- Support new product launches, including installation, implementation and training
- Assist sales teams with technical expertise and product demonstrations
- Prepare training materials, reports and technical documentation
- Stay up to date with industry developments and product innovations
- Conduct customer visits across Australia and build long-term relationships

Required qualifications

- Experience in prepress, flexographic printing, plate-making or similar production environment (essential)
- Background in technical service, field service or application support within industrial or printing industry
- Good understanding of printing workflows and production processes
- Hands-on mindset with strong problem-solving skills in a practical environment
- Ability to train customers and communicate technical topics clearly
- Strong communication and relationship-building skills
- Organized, independent and customer-oriented working style
- Willingness to travel across Australia
- Valid driver's licence

Benefits

- Dynamic and collaborative international environment

- Competitive salary package including car allowance
- Superannuation with the option to choose your own provider
- Business Travel Insurance
- 20 days annual leave per year

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