

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.

2nd Line Service Engineer

Mission of the role & responsibilities

- You provide technical support for printing plate processing equipment by either remote or on site support.
- Expected travel ~ 60-70%.
- You respond to first line support or end user software or hardware queries via ticketing system or other communication channels.
- You guide First Line support technicians and/or end user through the required steps to resolve the matter or escalate it to third line support as and when necessary

- You document the technical visits and highlight possible improvements towards design or production
- You update and develop technical material, such as written procedures (technical documentation) or tutorial movies for the self-service support database
- You closely cooperate with all functions in the factory, i.e. production, R&D, Business Office support, purchasing, etc.
- You provide technical trainings to the First Line Service / distributor technicians / customers
- You actively support the further development of remote capabilities with R&D.

Required qualifications

- You are an educated technician in the field of electrical engineering, mechatronics or a comparable education
- You are experienced in supporting equipment, either remotely or at the customer site
- You are able to work independently, self-dependent in the team
- You are fluent in English, knowledge of Dutch and other languages is an advantage
- You are willing to travel frequently in EMEA with rare intercontinental travel
- You are highly motivated, have a hands-on mentality and communicate well with other functions
- You have experience in using standard PC software (MS Office), knowledge of CRM/ticketing systems, OBS Studio & Power Director is beneficial as well as CAD / PLC programming

Benefits

- You will be given the opportunity to further develop your experience in a challenging and inspiring environment
- Career growth opportunities
- A competitive salary package with a wide range of fringe benefits

Apply now