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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.

Technical Manager Equipment Service EMEA (f/m/d)

Mission of the role & responsibilities

About the Role

The Technical Manager Equipment Service EMEA is responsible for strengthening customer satisfaction and service effectiveness across the EMEA Equipment Service organization. The role combines Equipment Complaint Management across EMEA, coordination of the Equipment Helpdesk, service planning and regional service leadership. Acting as a central interface between customers, Service, Sales/Commercial, Application, Product Management, R&D and Operations,

you will establish professional and consistent communication, strong internal connectivity and clear ownership to ensure effective resolution of customer and equipment issues.

Your Responsibilities

Key responsibilities include:

- Own and coordinate Equipment Complaint Management across EMEA, including escalations, prioritization, root-cause follow-up and corrective actions.
- Coordinate the Equipment Helpdesk and ensure effective cooperation between the Belgium-based Helpdesk, EMEA first-line service teams and second-line technical support/R&D.
- Ensure professional and consistent communication with customers and internal stakeholders throughout the service and complaint-resolution process.
- Lead and coordinate the service organization, strengthening collaboration, communication and knowledge sharing across regions.
- Plan and prioritize the activities across EMEA, ensuring effective allocation of service resources according to customer needs and regional priorities.
- Establish and manage clear escalation paths, SLAs and related sign-off procedures.
- Coordinate cross-functional task forces involving Service, Sales/Commercial, Application, Product Management, R&D and Operations.
- Coordinate complex equipment installations across relevant disciplines, ensuring clear ownership from customer requirements through execution, handover and follow-up.
- Monitor customer satisfaction, service performance and recurring technical issues and translate findings into improvement actions.
- Drive standardization, digitalization, AI and continuous improvement of service, complaint and Helpdesk processes.
- Provide structured customer and field-service feedback to Product Management, R&D and Operations to improve equipment performance and service delivery.

Required qualifications

Education & Experience

- Bachelor's degree or equivalent in Electrical Engineering, Mechatronics, Mechanical Engineering or a related technical discipline.

- Several years of experience in technical service, field service or customer support within an industrial equipment environment.
- Strong experience managing complex customer issues, technical escalations and complaint resolution processes.
- Experience coordinating multidisciplinary, international and geographically distributed teams and cross-functional projects.

Skills & Personal Attributes

- Strong customer orientation with a structured and analytical approach.
- Strong communication and stakeholder-management skills, with the ability to establish professional relationships with customers and internal stakeholders.
- Ability to lead, coordinate and influence teams and stakeholders across functions, countries and regions.
- Strong collaboration skills and ability to build effective internal networks in a distributed organization.
- Experience working with service KPIs and performance data.
- Interest in digitalization, automation and AI.
- Fluent in English; additional European languages are an advantage.
- Willingness to travel across EMEA.

Benefits

- The opportunity to grow your career in an international and innovative environment.
- Competitive compensation
- 30 days of annual leave.
- Comprehensive employee benefits, including bicycle leasing, health and wellness programs, and other wellbeing initiatives.

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