

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.

First Line Equipment Service Technician (m/f/d)

Mission of the role & responsibilities

The First Line Equipment Service Technician provides customer-facing technical service and support for the XSYS equipment portfolio across EMEA.

As a versatile field service professional, you are responsible for ensuring the reliable operation and performance of equipment throughout its lifecycle. This includes installation and commissioning, preventive and corrective maintenance, troubleshooting, repairs, upgrades and technical customer support.
Working directly in customers' production environments, you will independently manage service interventions while collaborating with XSYS Service colleagues and other relevant functions when

additional expertise is required. Your field experience and customer feedback will also contribute to the continuous improvement of our equipment and service capabilities.

Your Responsibilities

Key responsibilities include:

- Install and commission XSYS equipment at customer sites, including system setup, testing, acceptance and handover.
- Perform preventive and corrective maintenance, repairs, upgrades and technical modifications to ensure equipment reliability and minimize downtime.
- Diagnose and resolve electrical, mechanical, software and machine-control related issues using a structured troubleshooting approach.
- Provide on-site and remote technical support and take ownership of service interventions through to effective resolution and customer follow-up.
- Escalate complex technical issues to the appropriate technical support specialists, providing complete diagnostic information and technical findings.
- Plan and coordinate customer-site service activities and installations, ensuring technical requirements, resources and timing are aligned.
- Perform equipment inspections, technical audits and final acceptance activities where required.
- Provide technical and operator training to customers, distributors and service partners.
- Support new equipment introductions, field tests and implementation of product improvements.
- Identify recurring equipment issues and provide structured field feedback to the relevant internal functions.
- Cooperate with Sales, Application and international Service colleagues in support of customer projects and technical requirements.
- Maintain accurate service records and equipment documentation in the applicable service, CRM and ticketing systems.
- Contribute to technical knowledge sharing and the continuous improvement of service procedures, documentation and remote diagnostic capabilities.

Required qualifications

Skills & Personal Attributes

- Broad technical mindset and willingness to develop expertise across different XSYS equipment technologies and product families.
- Strong analytical and troubleshooting skills combined with a practical, hands-on and solution oriented approach.
- Strong customer orientation and ability to communicate technical matters clearly and professionally.
- Self-reliant and well organized, with the ability to manage customer visits and technical priorities independently.
- Collaborative team player who works effectively with colleagues across functions, countries and regions.
- Flexible and adaptable to different technologies, customer environments and service requirements.
- Good IT skills; experience with CRM, service management and ticketing systems is an advantage.
- Fluent in English; German and additional European languages are an advantage.
- Willingness to travel frequently throughout Germany and EMEA, with occasional intercontinental travel.

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