

Position Customer Technical Manager	Department EAME BU	Description Date 29 th November 2017	Revision Date
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MAIN OBJECTIVE

- Provide and manage internal and external technical support on both pre-sales as aftersales at proactive and reactive level. Ensure proper technical service according to Katun standards.
- Provide technical support to internal and external customers: Provide product information and product related failures.

PLACE WITHIN THE ORGANIZATION	DIRECT REPORTS	FREQUENT CONTACTS	WORKING CONDITIONS
- Reports to CTS team Manager EAME & Asian Pacific.	- none	<ul style="list-style-type: none"> - CTS Europe, customer service, HQ (R&D), marketing, technical directors at customer locations - Responsible for own customer portfolio - External Customers - Sales management/team - EAME Colleagues 	<ul style="list-style-type: none"> - Frequent travelling (50%) Office/administrative duties, physical maintenance and telephone contact

RESPONSIBILITIES

- Act as an internal and external contact point for solving product issues.
- Provide technical training and coaching for new and existing colleagues.
- Perform field testing for new products: Develop and maintain effective relationships with customers to enable pre-sample testing at location.
- Perform pre-sample testing at customer location using the test protocol.
- Process and report test-results to HQ.
- Solving product issues at customer location, when required: Visit customers to detect and qualify product issues.
- Escalate issues to HQ when necessary.
- Discuss notable product issues obtained by field-issues and other analysis.
- Provide 'sales' support for key accounts: Attend meetings with potential, new and existing customers and illustrate the Katun company and its technical services.
- Provide support to the CTS team: Continuously identify possible needs to improve quality and output within the department.
- Be involved in initiatives for qualitative improvement and personal and professional development measures to ensure the individual, departmental and organizational performance.

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JOB REQUIREMENTS	COMPETENCIES	EQUIPMENT AND SOFTWARE UTILIZATION
<ul style="list-style-type: none"> - Technical education e.g. maintenance mechanic or electronics (equivalent to higher education) - A minimum of 5 years' experience as a field service technician in an equivalent market. - High OEM and Katun product and machine knowledge (internal training) - Technical insight: able to 3d visualize, able to read and write technical drafts - French and English language skills, both verbal as written. - One or more additional language skills are preferred - Computer literate 	<ul style="list-style-type: none"> - Analytical skills - Accurate - Able to empathize - Able to maintain overview - Assertive - Problem solving capabilities - Decisive - Presentation and training skills - Network skills 	<ul style="list-style-type: none"> - Six Sigma certification for TQM processes or equivalent is preferred. - MS office, Adobe, ERP system, Acces, CAD/CAM software - MS Excel, ERP systems, CRM applications.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.