



**WORLD'S BEST
EMPLOYERS**

**Forbes
2021**

POWERED BY STATISTA

Customer Support Technician(m/f/d) Scheifling/Vienna, Austria

ZEMAN Bauelemente – a Lincoln Electric company – is the leading designer and manufacturer of robotic assembly and arc welding systems that automate the tacking and welding of steel beams. Headquartered in Scheifling, Austria with office facilities in Vienna, Austria, our company's systems are primarily sold under the Steel Beam Assembler (SBA) name and serve customers in the structural steel and infrastructure sectors globally. At Zeman, we offer all our employees inclusive development and excellent career perspectives. Highly motivated lateral entrants, who are eager to learn and develop their skills, are welcome to join our individual development programs.

Your responsibilities

- Assist our worldwide customer base with resolving technical issues of our robotic systems & services (1st/2nd Level Support)
- Be the face to the customer and quickly get to the root of their request / concern
- Assign tickets based on their nature and complexity, i.e. to '3rd Level' technical experts and guide customers through the entire process in a professional manner
- Give remote assistance to Field Service Engineers when they are on a mission
- Actively engage in continuous improvement activities to render world—class services to our customers
- Meticulous documentation of recurring issues to develop a common database for the team

Your profile

- Technical degree (HTL, FH or equivalent) in either mechatronics, automation, electrical or mechanical engineering
- Good communication skills and strong customer orientated mindset when dealing with customers
- Analytical and results-driven working style
- Ready to work in a day/night shift model
- Basic willingness to travel (max. 10% of time)
- Fluent in written and spoken English

What we offer:

- Dynamic team spirit in a growing company
- Hybrid/remote work model
- Corporate Benefits – Program
- Mobile phone and laptop
- Comprehensive onboarding process and individual talent development schemes
- Annual bonus based on individual and company performance
- Free space for creative ideas and initiatives
- Minimum salary per month 2.956,34 EUR. We are prepared to pay significantly more depending on your experience and qualifications.

Interested?
Send your CV and application to:
bewerbung@zebau.com

More information about Zeman Bauelemente at www.zebau.com

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