

Technical Support Specialist

Mimaki Europe B.V. is a market oriented organization of Japanese origin, founded in Europe in 2004. It is their business to develop and distribute (new) products based on their inkjet and cutting technologies. Mimaki develops industrial large format printers in which they distinguish themselves with their innovative digital colouring and cutting methods. The market in which Mimaki operates can be divided into three segments: Sign Graphics (publicity materials, billboard posters, signs etc), Industrial products (printing in colour and cutting on non-flexible materials such as tiles, plastic and aluminium etc.) and Textile applications. Mimaki develops the complete product range for all product lines, both software and hardware. We also refer for more information to our website:

www.mimakieurope.com

Mimaki Europe B.V. is looking for a Technical Support Specialist in order to support and educate Mimaki Distributors and Dealers.

Tasks:

1. After sales support to Mimaki dealers across EMEA:
 - E-mail and helpdesk support, using Advantnet SupportCenter CRM system
 - Interact directly with customers to diagnose and solve technical problems in a set time frame
 - Analyze and clarify customer requests by researching and troubleshooting the existing knowledgebase
 - Inspect cases for technical complexity and advise our customers accordingly
 - Direct support to dealers and distributors by onsite interventions
 - Check product documentation for completeness and accuracy
 - Communicate with development teams in order to find solutions
2. Exhibition support
 - Installation, operating and dismantling of machines for exhibitions
 - Advising customers about specific applications and supporting sales during the show
3. Training
 - Organizing and hosting technical trainings for dealers and distributors
 - Monitoring dealer skills and alerting management about technical issues
 - Elaborate the knowledge base for internal / external use
4. Refurbishing of second hand machines
 - Inspection and repair of returned / used machines for re-sale
 - Maintenance of machines located in the showroom
 - Inspection and repair of damaged machines

5. Warranty check
 - Checking and approving warranty claims from our dealers
 - Advising our warranty department about proper warranty terms and conditions
6. Sales support
 - Advising and training sales persons about machine specifications, proper usage and features
 - Advising sales when specific applications or machine requirements arise
7. Customer service support
 - Supporting customer service with questions about delivery conditions and availability of parts

Job requirements:

8. Education
 - MTS electronics /mechanics or HTS level, gained through work experience
 - Fluent written and oral communication skills in English and preferably in another European language (German, French, Dutch, Spanish)
 - Proven knowledge of Adobe package (illustrator) and CorelDraw graphic software
 - More than average IT-skills gained through trainings or schooling
9. Work experience
 - Experienced in direct B2B (business-to-business), servicing of large format printers or other comparable technology (min. five years)
 - Experienced in organizing and hosting B2B trainings
 - Experienced in digital printing technology and processes
 - Knowledge and experience with helpdesk systems and troubleshooting procedures
 - Knowledge and experience with warranty terms and the decision making process
 - Experienced in colour management and colour profile process
 - Experienced in exhibitions and presentations
10. General:
 - Travelling throughout Europe on a regular basis
 - Team player
 - Organized
 - Flexible
 - Good communicative skills
 - Customer and service minded attitude
 - Eager and fast learner



Information & contact

For further information, please contact Mrs. Eléonore Gesell, General Manager / Manager HR. Tel. 020-4627645 or send a motivation letter with your resumé to:

E-mail: e.gesell@mimakieurope.com

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