

Technical Support Manager (f/m) – IT (Field Base)



Headquartered in Heidelberg, Germany, Heidelberg Engineering is a high-tech imaging solutions company which designs, manufactures, and distributes diagnostic instruments for eye care professionals. The company's products are used around the world by ophthalmologists and optometrists to scan patients' eyes for signs of disease and to assist in the management of patients found to have disease. The company's core technologies include confocal microscopy, scanning lasers and optics, optical coherence tomography, software image analysis and IT solutions for image management.

Since the foundation in 1990 the company has steadily grown and currently employs around 300 staff members. Besides headquarters in Heidelberg and another development site in Lübeck, the company operates business units in the United States, Switzerland, Great Britain and Australia. To provide best services worldwide we closely cooperate with a wide network of international distribution partners.

Job Summary:

This position is responsible for customer relationship management through the effective use of technical knowledge to perform major on-site service for the repair, upgrade and maintenance of Heidelberg Engineering instruments and software in ophthalmic medical practices. The Technical Support Manager is responsible for maintaining customer satisfaction and the management of customer accounts with respect to IT solutions.

Essential Duties and Responsibilities:

- Be capable of leading repair, maintenance and installation activities through to complete customer acceptance, both technically and administratively.
- Make emergency response technical visits, diagnose and troubleshoot problems, perform preventative maintenance in clinical practices, perform technical upgrades and plan and carry out on-site installations.
- Provide telephone and remote technical support to resolve equipment related problems.
- Assess customer situations and make efficient and effective decisions even with limited information. This involves solving problems while exhibiting professional judgment and setting correct customer expectations.
- Be responsible for the identification and resolution of customer issues, formulating cost effective service delivery plans and then following through to produce the requisite service activity documentation in a timely manner. This will be accomplished through appropriate communication with the customer and by involving service, applications support and sales management personnel as appropriate.
- Assist in maintaining business growth through customer satisfaction.
- Provide communication and leadership. This will involve interacting with multiple administrative levels at customer sites including administrative and clinical personnel.
- Accurately report failure and repair data through company systems and to appropriate personnel.
- Accurately and consistently perform administrative functions including acknowledgement of dispatches, keeping appointments, on-time arrival, proper completion of company documentation including repair reports and expense reports.
- Maintain clinical and technical knowledge to stay current with technology and product applications.
- Maintain company supplied tools and equipment and assist in the training of others.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organization and the overall business objectives of the organization.

Knowledge, Skills and Abilities Required:

- Bachelor's degree in Engineering or equivalent combination of training and appropriate experience.
- 5-7 years experience with high-tech medical equipment, computer hardware and software and networking.
- Experience with digital volt meters, oscilloscopes, laser power meters, optical alignment tools and specialized test equipment.
- Knowledge of Microsoft operating systems, computer hardware and software, disk drives, networking, connectivity and data management.
- Computer literacy and knowledge of word processing, internet and email business applications.
- Demonstrated proficiency in resolving complex technical problems in medical imaging modality with minimal assistance.
- Excellent communications skills and the ability to interact in a professional and responsive manner with highly specialized medical personnel.
- Must be a self-starter, have strong interpersonal skills, and be flexible in a dynamic team environment.
- Demonstrated ability to synthesize information, prioritise efforts, and drive results with a strong sense of urgency and decisiveness.

Please send us your complete application including cover letter stating your favorite position and location, curriculum vitae, diploma and job references. We are looking forward to meeting you.

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