

Job Description

Our customer, Esko is the worldwide market leader with software for packaging buyers, designers and manufacturers and hardware products for the packaging, label, sign and display industries. With Headquarters in Ghent - Belgium, Esko employs around 1,300 people worldwide. Its global sales and support organization covers Europe, the Americas, Northern and Southern Asia.

Application Engineer (m/f)

Description

The Application Engineer instructs customer system operators on the Esko software products, in different delivery methods: classroom (currently approx. 20%), on site (currently approx. 80%) and e-training. He/she will also be responsible to install and configure the Esko Software Solutions on customer site.

Main responsibilities and key activities

- Train customer operators to make efficient use of their Esko solution either in one of our training centers or at the customer's site (in their production environment).
- Install and configure Esko software solutions on customer site
- Help the customer to integrate the system in their existing workflow
- System setup & configuration
- Define and setup the necessary workflows
- Report and follow-up on activities
- Keep own knowledge up to date by attending courses, self-study and in depth preparation
- Software Preventive Maintenance visits (if applicable)
- Keep track on reporting such as training and service reports
- Provide input to define the content of training programs based on customer feedback
- Provide suggestions to help improve the quality of training material and training courses
- Be customer-driven
- Report any possible sales lead

Qualifications

- Good understanding of our industry
- If possible knowledge of the EskoArtwork software and hardware solutions
- Good knowledge of graphical processes
- Basic knowledge of graphic software applications
- Basic knowledge of relevant operating systems
- Good language skills: fluent in local language(s) in region and English
- Good communication, teaching and facilitation skills
- Good communication behavior is a must – like to talk with customers
- Supporting – the customer's problem is your problem – the customer pays your salary
- Solution oriented
- Independent (travelling alone)
- Flexible (both in solution findings and travel)
- Self-assured, customer must feel that you understand this business

Please apply via our website www.knox-gmbh.com or send your application with cv to hr@knox-gmbh.com.

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