

Field Service Technician

Pregis is a leading protective packaging company with manufacturing facilities in Stevenage (UK), Herbrechtingen (Germany) and Heerlen/ Eindhoven (The Netherlands). We manufacture a wide range of innovative and sustainable packaging solutions that we supply to customers throughout Europe. Everything we do at Pregis revolves around our customers. Our ambition is to grow considerably, which requires flawless, consistent and reliable employees.

To support our Field Service team especially our Dutch team, we now have an opening for a Field Service Technician in the Utrecht area.

General Purpose of the Job

The Field Service Technician is responsible for Installing packaging systems and/or performing preventive/corrective maintenance, reworking, assembling and upgrading machines and equipment and also responsible for service at customers in the Netherlands.

Key tasks and responsibilities

- Ensuring service requests are dealt with independently within agreed Service Level Agreement (SLA).
- Ensuring adequate feedback in writing.
- Have focus on safety and quality.
- Provide preventative maintenance, inspections, supervision and support on delivered projects and products.
- Provides emergency repair and Troubleshooting; Solve registered interruptions of the machines and equipment; involve (internal or external) third parties when necessary.
- Providing customers and/or operators with (on-site) training.
- Turning complaints into structural improvements.

Requirements

- Intermediate vocational technical education with at least 6 years of experience in a similar technical position;
- Good communication skills;
- Flexible self-starter who is action oriented and can work independently with a strong customer focus;
- Ability to deliver creative solutions to customer problems;
- Experience with C4C and Microsoft Office applications is an advantage;
- Good command of Dutch and English, all verbal and written;
- Weekly travel is part of the job, occasionally also abroad.

This is really a great opportunity for a driven Field Service Technician that wants to be part of an ambitious organization and team, with lots of opportunities for personal and professional growth. We are an informal organisation, where we challenge you and want you



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to challenge us. Your contribution will make a direct impact on our day to day operations. We put our people first, in line with our Pregis purpose to Protect, to Preserve and to Inspyre: we want them to feel safe and secure, we give them the opportunity to release their full potential and provide them challenging and rewarding jobs and career opportunities.

Apply!

For questions you can contact Monique van Weert via 0682486301 or you can apply directly to EU-HR@pregis.com.