

## Technical Support Engineer

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 French team, we now have an opening for a Technical Support Engineer.

### General Purpose of the Job

The Technical Support Engineer is responsible for supplying first line support for customers throughout Europe by coordinating the beta testing of packaging systems. He acts as lead interface on support and solves problems with machines and formulates and implements proposals for improvement.

### Key tasks and responsibilities

- Provide first line support for customers throughout Europe within agreed Service Level Agreement (SLA).
- Interface between Field and Engineering: structured field feedback to engineering - engineering changes translated & implemented in field
- Solve registered interruptions of the machines and equipment; involve (internal or external) third parties when necessary.
- Accompanying on-site Beta Testing of (new) packaging systems, in order to identify and resolve potential problems associated with its use. Interpret results, report them and/or provide advice or feedback.
- Analyse complex technical information and develop clearly structured, easily transferable information/documentation.
- Assists in solving daily problems, suggest improvements to optimize process, handling and result.

### Requirements

- Intermediate vocational technical education with at least 6 years of experience or a bachelor degree with at least 2 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 French and English, all verbal and written;
- Weekly travel abroad is part of the job.



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**[www.PREGIS.COM](http://www.pregis.com)**

This is really a great opportunity for a driven Technical Support Engineer 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 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](mailto:EU-HR@pregis.com).