FRANKFURT, GERMANY

Field Service Engineer - Automation

YOUR OPPORTUNITY

This key role in our Field Service organization contributes to revenue of field engineering and services. The main focus of the Field Service Engineer (FSE) is to:

- Perform Installation, start-up, commissioning and test of the Sidel’s equipment (stand-alone equipment or line) supply to a customer’s plant
- Perform technical assistance during and after warranty period, training and other after sales services of Sidel’s equipment provided to the customer
- Develop a good understanding and listen to customer’s needs to provide objective advise and ensure customer’s satisfaction

YOUR SCOPE

The Field Service Engineer has the responsibility to:

- Test and evaluate equipment performance at customer plant, based on technical, contractual and safety specification
- Carry out failure analysis for efficiency related issues to understand the root cause
- Ensure Job Progression Chart and technical reports refer to carried-out activities
- Provide deep knowledge of retrofit and potentials of new upgrade, and convince customers as a machined expert of their needs to include this upgrade based on customers’ needs
- Coordinate and control local suppliers when necessary
- Escalate customer requirements and/or complaints obtained during visits to relevant parties
- Ensure for the ultimate internal and external customers’ satisfaction

YOUR PROFILE

For this dynamic role, we are looking for candidates with the following profile:

Level of education and languages:

- Degree in Mechanical or Electrical Engineering and/or Technical professional qualification
- Good command of English language (verbally and written)
- German, Italian and French would be seen as an advantage

Required experience and skills:

- Minimum 5 years of relevant experience in the field / similar environment
- Excellent knowledge of Sidel machines (mechanical electrical, spare parts and process (blower but also for filler, labeler, shrink wrapper, bottle washer, etc.)
- Organized, able to conceptualize ideas into professional reports
- Cultural openness
- Good Interpersonal skills, especially ability to communicate with different target groups (technicians, customers, etc.)
ABOUT SIDEL

Our purpose is to help brands protect the product inside, preserve the planet outside and touch the lives of millions of people every day.

We do so by offering complete and modular PET packaging solutions, including people, services and equipment.

Sidel has over 165 years of industrial experience. With 30,000 machines installed in more than 190 nations, we have been helping producers fill beverage bottles for over 80 years, blow them for more than 50 and label them for more than 35. We have 40 years of aseptic packaging expertise, and were one of the first companies to introduce PET bottles to the beverage industry over 30 years ago.

Part of the Tetra Laval group and headquartered in Switzerland, Sidel has over 50 office locations, 13 production sites and 7 training centres worldwide. Each of our more than 3,400 employees, spread over five continents, is committed to creating the optimum liquid-packaging solution.

We call it A Better Match - for our world, our customers and ourselves.

Find out more at www.sidel.com and connect with us

- blog.sidel.com
- blog.knowledgeshare.com
- linkedin.com/company/sidel
- youtube.com/user/sidel
- facebook.com/SidelInternational
- twitter.com/Sidel_Intl

CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to Anna Topalova – Europe and Central Asia, by e-mail:

anna.topalova@sidel.com