

PARMA, ITALY

PRODUCT SUPPORT "REGION" SENIOR MANAGER

YOUR OPPORTUNITY

Product Support "Region" Senior Manager is in charge to manage "Region" Product Support organization, being responsible of the operational follow up & technical support of all beverage products (aseptic and not) for combi (blowing, filling and labelling) and stand-alone technology, associated trade equipment (capper, inspection system, nitrogen doser...) and 3rd party line equipment (EOL, conveyor, process equipment...), throughout the whole life of the machine. The purpose of the manager job is to ensure that customers are able to achieve the best performance from operating Sidel equipment through email, telephone and occasionally on-site support both directly to customers, and to colleagues working with customers (FSE, PM, CCM...), as well as the preparation and distribution of appropriate documentation to customers and to FSE and communication with central product support about identified issues and Non-Conformities.

YOUR SCOPE

- Secure troubleshooting on equipment, associated trade equipment and lines, contributing with experts onsite if necessary
- Suggest and drive key region resources allocation in the region projects and services site activities
- Support warranty cost reduction plan for all the equipment (combi and stand alone), securing proper RCA based on data
- Secure performances of commercially released equipment and lines
- Support local resources competences development plan, identifying FSE to be trained, and apply final evaluation
- Secure NC and SWAP list management on SINCRO tool
- Support the execution of RCA methodology, driving data collections and preventive and corrective action application
- Secure hotline service execution
- Support the availability of field methods for installation, qualification, technical analysis, repairing and maintenance activities
- Provide daily telephone & email support to internal and external customers, throughout the life of the machine
- Secure retrofit application on the installed base
- Support FSE during projects and service site operations, throughout the life of the machine
- Support CSM and CCM with technical advice for proposals on O&U, training and maintenance opportunities

YOUR PROFILE

Level of education and languages:

- Bachelor Degree or equivalent;
- Excellent English, written and spoken;
- Local Languages spoken in the region are a plus

Required experience and skills:

- 5 years at least of technical assistance and field experience
- Previous experience as leader of a team at backoffice or onsite
- Acknowledge of beverage technology (aseptic and not): combi/standalone technology & trade/line eqps.
- Ability to manage and satisfy customer requests
- Good contact with people, ability to interface with all levels of the organization, and with senior customers

CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to:
recruitment.italy@sidel.com

By applying to this vacancy, the applicant acknowledges and agrees to the processing of his/her personal data included in the job application.

ABOUT SIDEL

The Sidel Group is formed by the union of two strong brands, Sidel and Gebo Cermex. Together, we are a leading provider of equipment and services for packaging liquid, food, home and personal care products in PET, can, glass and other materials.

With over 37,000 machines installed in more than 190 countries, we have nearly 170 years of proven experience, with a strong focus on advanced systems, line engineering and innovation. Our 5,000+ employees worldwide are passionate about providing complete solutions that fulfil customer needs and boost the **performance** of their lines, products and businesses.

Delivering this level of performance requires that we continuously **understand** our customers' challenges and commit to meeting their unique goals. We do this through dialogue, and by understanding the needs of their markets, production and value chains. We complement this by applying our strong technical knowledge and smart data analytics to support maximum lifetime productivity to its full potential.

We call it **Performance through Understanding**.

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