



Brüel & Kjær Vibro

Field Service Engineer (m/f)

Power, Oil & Gas, Process Industries

Brüel & Kjær Vibro is the leading independent supplier of safety and condition monitoring solutions for rotating machinery. Our worldwide network of branch offices and representatives strengthens our coverage and position in all strategic markets.

Customer Service is your area of expertise. You not only have good technical insight to ensure a customer's solution is optimally maintained and operated, but you also know the importance of the role you play in helping customers to fulfill their business objectives. You need to be customer oriented and creative to make a good service even better. We operate our global international Service Team from Darmstadt, Germany.

This role is Home Office based, ideally in Perth, Australia.

Your tasks

- Provide on-site installation and technical product support to our worldwide customers on onshore and offshore installation
- Servicing our vibration protection & condition monitoring solution through customer 's system configuration, optimization & troubleshooting, operators training and advices to specialist in machine maintenance and performance
- Provide technical product and user functionality trainings to customers
- Resolve customer system issues from the instrumentation, intelligent electronics to the servers accommodating our software solution
- Ensure high level of customer satisfaction
- Support project delivery from the engineering phase to commissioning and acceptance testing on customer site
- Promote continuous improvement and growth
- Provide product and solution feedback to the entire organization for continuous improvement
- Escalate technical issues internally when needed to the organization & hierarchy

Your profile

- Degree in Mechanical, Mechatronic or Electronic Engineering or related field experience
- Several years of experience in a Customer Service function
- Strong knowledge in instrumentation, networks and IT
- Strong technical troubleshooting and follow through skills necessary
- Good knowledge in the field of measurements & vibration monitoring of rotating machinery
- Commercial experience preferably in building long-term relations with customers (e.g. service agreements)
- Strong interpersonal skills supported by strong analytical, problem solving and negotiation skills
- Ability to work across a wide range of cultural environments to provide technically detailed solutions
- Fluent in written and spoken English, further language skills desirable.
- Ability to work independently (home-office based, preferably near an international airport)
- Willingness to travel ($\geq 70\%$ of working time) within your assigned region and occasionally over the world according to Service planning constraints

In addition to intensive incorporation and continuous training courses in technical subjects as well as training in soft skills, we offer you an attractive working environment, a fair pay and a varied range of tasks. In addition, you benefit from flexible working hours and interesting development opportunities within our company.

If you recognize yourself in our description, please send your application to our Human Resources Department (career@bkvibro.com).

B&K Vibro is an equal opportunity employer and all applicants will be considered for this position without regard to national origin, gender identity, sex, sexual orientation, color, religion, veteran or disability status.



www.bkvibro.com