

Technical Support Engineer (Robotic Product)

Location: France, Italy, Germany, Poland

Your main missions will be:

- Ensure technical monitoring of the offering, report actions and updates to dealers and users of our guidance solutions.
- Compile data, feed databases and ensure the development of our clients and partners.
- Conduct training sessions, shows or open days and ensure the update of technical and documentary materials.

Your detailed missions will be:

- Resolve queries from dealers regarding product installation, use, calibration and operation through telephone or written contact and/or remote or on-site assistance.
- Sort out common customer problems and report these to the R&D team for analysis and resolution.
- Collect feedback on product usage settings and new market demands for continuous improvement.
- Enrich and ensure updates to different technical supports and user manuals, installation instructions, ensure FAQs or chat follow-ups.
- Provide product training to dealers.
- Assist the R&D FJ Dynamics team in conducting field tests of new products or features.

Requirements:

- Experience of 2 years in precision agriculture would be appreciated.
- Regular travel in national is necessary.
- Good communicator and open-minded.
- Professional proficiency in English is preferred to ensure exchanges with members from HQ.
- This role could offer flexible location.