

Are you looking for more than just a job? Something truly significant and worthwhile? Then Sysmex is the right place for you. Our products are needed. By people all over the world, for a healthy life.

If this appeals to you, come and join us in the position of

Engineer (f/m/x) as Technical Product Manager for Laboratory Analysers (Urinalysis)

Your responsibilities

- **Handle service requests** in the EMEA region (Europe, Middle East, Africa) as 2nd level support
- Analyse and solve technical problems, also on customer's site
- **Conduct technical training courses** for the technical support staff in EMEA
- Provide customer support for the application of instrument-specific software
- Take care of **escalation and complaint management** in cooperation with affiliates, our Japanese headquarters and suppliers
- Prepare and revise technical documentation

Your profile

- Degree in medical technology or comparable education
- Experience in technical support as well as in conceptualising and conducting training courses
- Profound expertise in electrical and medical engineering as well as IT knowledge
- **Strong customer orientation** and the ability to motivate
- Distinct cross-cultural communication and problem-solving skills

Our offer

- A growing and healthy corporate group with **respect and trust as the basis for cooperation and communication**
- As family friendly company we support flexible working time, offer a care allowance for children as well as a parent-child room at our premises
- A family atmosphere as well as innovative working in an international environment
- 30 days annual holidays as well as Christmas and holiday bonus
- Capital-forming benefits and subsidy towards the company pension scheme
- Flexible working times/flexitime as well as the possibility of mobile working
- Subsidy towards the public transport "ProfiTicket", free parking for all employees
- Diverse range of sport courses in our own fitness studio and massages
- Canteen/free beverages/fruit

Did we spark your interest? Then we look forward to receiving your application with salary requirements and the earliest possible starting date.

Our Company

The highest quality of healthcare: As a multinational company Sysmex has been developing, producing and selling medical analytical devices and IT solutions for the lab sector worldwide for 50 years. With more than 1,000 employees in Germany, we live by the philosophy of "Shaping the advancement of healthcare" every day.

Location

Norderstedt (near Hamburg)

Do you have questions?

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