

## TECHNICAL SUPPORT ENGINEER

For more than 100 years, LOVATO Electric has been designing and producing low voltage electrical components for industrial applications. Founded in 1922 in Bergamo (Italy), LOVATO Electric is a private company managed by the same family of entrepreneurs for 4 generations. The company started from the dawn of electrical engineering to today's mix of electronics, automation and software. The wide range of products is designed, industrialized, tested and built by LOVATO Electric according to the highest quality standards.

A team of designers and researchers develops innovative and reliable products using the most modern software tools available on the market and an internal test laboratory (accredited in accordance with EN ISO/IEC 17025) carries out tests according to national and international standards.

The successes collected over time on national territory have allowed the company to open 14 branches abroad and a network of over 90 importers that today guarantee the availability of LOVATO Electric products over 100 countries in the world.

Lovato Electric's Technical Support main goal is to provide pre- and post-sales technical assistance to customers of Lovato Electric SRL.

The offered service supports the customer towards the successful solution of his need, with a positive perception of the service received.

Training, coaching and daily synergy within the department and with other company entities guarantee immediate and quality support to the customer, even for the most complex activities.

### Department

The role involves the performance of the following activities:

- management of telematic and telephone requests by the customer, through the analysis and resolution of technical inquiries with specific techniques and methods;
- training of industrial customers on the use of complex products, both in the pre-sales and post-sales steps, after having acquired a deep knowledge;
- management of non-compliance paperworks, returns and/or special devices, understanding and coordinating the needs in compliance with company procedures and instructions;
- to take part in trade fairs, events and conferences;
- data recording and related reporting;
- team work and synergy with the company departments to increase the internal skills, as well as the development of the organisation;

### Job description

The search is addressed to applicants with the following requirements:

- degree in electronic, energy, automation, mechatronics engineering and/or equivalent;
- knowledge of the main problem solving tools;
- excellent soft-skills and customer oriented focus;
- good English skills;
- enthusiasm, ingenuity and proactivity for continuous development of the skills, required to cover the role;

### Qualifications, Skills & Experience

Lovato Electric SRL office, Splaiul Unirii no. 16, Bucharest, sector 4

### Workplace

### Send your application

- [info@lovatoelectric.ro](mailto:info@lovatoelectric.ro) with the following e-mail subject: Application for Technical Support Engineer

