

JOB DESCRIPTION



OKM3D is one of the leaders in the distribution of 3D printers in Europe. With 30 years of experience in 2D printing, we specialise in distributing additive manufacturing solutions for the past 7 years with a European network of 150 resellers. Our 3D Department is composed of a team of 12 people and is part of a larger group (around 500 employees).

We are looking for the right person to integrate our technical service department. It's a full time position in a team of passionate experts. The right candidate will be completely trained through our Additive Manufacturing Academy that will give a solid certified experience.

REQUIREMENT

Your main mission will be to diagnose and manage the technical requests from resellers for their customers, meaning an active support on the use of hardware, materials and software by telephone or e-mail.

More precisely, after a certified internal training through our AM Academy, the candidate will focus on the following missions:

MAIN MISSION

- Management of the resellers technical support by telephone and by e-mail mainly in French (ticketing, supplier contact: Raise3D, Anisoprint, Ibridger, and more to come...).
- After sales advice on software, materials and service ...

ADDITIONAL MISSIONS

- Machine tests: pre-sale, for drafting technical articles, guides and feedback report.
- Pre-sales advice: Project feasibility, pre-sales recommendation on Additive Manufacturing solutions, technology, materials, service etc ...
- Printing of application cases, demonstration and sample parts.

PROFILE

We are looking for candidates that aim to surpass themselves in order to transform and have a clear and motivating career path in a disruptive industry that will transform the way we produce. The candidates will not necessarily be experts in 3D printing but will need to have a keen interest in technology. Above all, we are looking for a motivated and logical person, able to acquire a lot of knowledge, comfortable in speaking and writing, with a technical spirit and an attraction for 3D printing.

- No minimum requirement regarding experience or level of education.
- Technical spirit and sense of diagnosis
- Attraction for 3D printing
- Initial knowledge of FFF technology would be a plus
- Motivated, curious, autonomous and voluntary temperament
- Good French and English written and oral
- German would be a plus

THE POSITION IS TO BE FILLED AS SOON AS POSSIBLE EITHER IN GERMANY (BAYREUTH / MISTELBACH).

Please send your application to t.schramm@okm2000.de

