



Technical Support Engineer - Mining

Are you able to give a high level of satisfaction to customers and dealer through technical and field support? And also provide an appropriate assessment and requirements for machine improvements and development?

For our Product Support & Spare Parts department in Amsterdam we are seeking a Technical Support Engineer - Mining.

Your responsibilities

- Providing the helpdesk function for dealers and supporting them in the handling of technical correspondence.
- Giving instructions on new products and field support to dealers.
- Troubleshooting and corresponding on technical questions or enquiries from dealers and Sales.
- Judgment, registration, analysis and settlement of warranty claims from dealers in different territories.
- Leading the negotiation between the dealer and manufacturer.
- Giving sales/technical training for current/new models to dealers, users and employees.
- Technical feedback to the factory for future products.
- Preparation/Operation of machine demonstrations.

Your profile

- MBO/HBO level, preferable in Mechanical Engineering.
- Several years of working experience in a comparable environment, specifically in the Mining business.
- Good knowledge of the Dutch and English language, both spoken and written.
- Driver's license.
- Willing and able to travel (50% of your time, minimal period of three weeks abroad per trip)
- Currently living and eligible to work in The Netherlands.

Our offer

We like to reward our people for their performance, so our rewards are extremely competitive and based on the benefits according to the Metalektro Collective Agreement.

In addition to a competitive salary we can also offer you an international working environment, excellent education and training opportunities, flexible office working hours, yearly salary increase based on appraisal result and several insurances.

Company profile

Hitachi Construction Machinery (Europe) NV (HCME) is a subsidiary of Hitachi Construction Machinery Co., Ltd. (HCM) and was established in 1972 in Oosterhout, The Netherlands. It is responsible for the manufacturing, sales, service and marketing of Hitachi construction equipment throughout Europe. In 2002 a factory for the construction of medium excavators and a Training and Demonstration Centre, was established in Amsterdam. Successful operations at its European factories are allowing HCME to fulfil its business strategy and increase market share in each of its key markets. The company's mission to 'think global, act local' is reflected in its focus on customer needs and the Hitachi brand values associated with innovation and technology.

Our main products are hydraulic excavators (both wheeled as well as tracked), crawler cranes, wheeled loaders, rigid dump trucks and giant mining excavators. HCME provides a product line-up that distinguishes itself by its depth and width and that has earned an excellent reputation for performance, reliability and safety.

We market our products worldwide through our global network. Our network covers 20% of the whole world.

We employ approximately 700 people.

Application procedure

If you would like to apply for this vacancy, please send your motivation letter and resume (in English) to recruitment@hcme.com