**OPERATIONAL ENGINEER**

**Andropack,** with more than twenty years of R&D, production and service experience in machinery and technology, was founded within **Kansan Group** to offer flexible and efficient high-end robotic packaging machines.

The continuous and efficient integration of the current technological ground into the production process by qualified personnel is a distinguishing feature of our perception of innovation and success.

With the aim of adding value to all the solutions it produces, Andropack is resolutely pursuing its growth goals by reaching many points of the world with its innovative solutions and 24/7 technical support.

In this regard, we are looking for an **OPERATIONAL ENGINEER** that can support our customers in creating the best solutions by integrating mechanical engineering knowledge with customer communication.

Are you **customer oriented** and do you have **strong social skills**?

Does **traveling around the world** while working sound good to you?

If so, examine your eligibility for the required qualifications!

**Who Are We Looking For - Qualifications**

* Bachelor's, Master's or PhD degree in Mechanical Engineering or related field,
* Excellent level in MS Office,
* Solidworks and SAP knowledge would be an asset,
* Knowledge of basic engineering calculations,
* Analytical thinking and prone to teamwork,
* Advance English proficiency,
* Knowledge of technical drawing and measurement tools would be an asset,
* Strong analytical thinking and good communication skills,
* Experience preferably in field service, or equivalent co-education is an asset. Robotics experience is a definite plus!
* Must have a valid driver’s license,
* Open mindset to work in an intercultural environment as well as the willingness to travel abroad.

**What Will You Do - Responsibilities**

* Performing the technical service operations such as; installing, repairing, maintaining and updating the Andropack machines at the customer site.
* Understand the prospect customer’s needs and problems and arrange necessary actions to create the appropriate solutions.
* On-site interventions and installation for customer requests (Diagnosis, repair, installation start-up procedures),
* Build and maintain strong relations with the customer.
* Understand customer needs and can offer them best solutions.
* Cooperate and communicate effectively with project participants to provide assistance and technical support.
* Creation of orders in line with customer spare parts demands.
* Optimize spare parts stock with monitoring the parts usages on machines and ensure the necessary corrective actions are taken.
* Carrying out projects with the R&D department and designing in line with customer demands when needed.
* Tracing and investigation of the innovations in the sector and in the professional field, to analyze the developments related to the rival companies.
* Creating technical documentation (BOM, Technical Drawings, feasibility studies).