



CA Service Product Specialist

Location: HP Scitex Netanya

Responsibilities

- Lead the technical service perspectives and provide support for the C500 from the early machines and to the long term support.
- Participate in Control tower shifts to provide remote support and manage the field
- Provide technical onsite support to the customer when additional support is needed
- Work closely with GBU stakeholders to resolve issues and drive product improvement
- Provide ongoing reporting on the product's performance, main issues and status
- Define and build the press serviceability tools, documents and processes
- Support product field upgrade

Requirements

- BSC in Mechanical engineering
- Fluent in English – a must
- At least 2 years' proven hands-on experience in practical engineering – a must
- Previous experience in working with customers or in a support organization – an advantage
- High technical proficiency and understanding of multidisciplinary system (mechanical, electrical, SW and IT elements)
- Strong analytical and troubleshooting skills – methodologies, logical thinking & approach
- Strong communication skills:
- Customer facing skills and capabilities
- Service orientation and high level of awareness towards customer
- Ability to work in a cross-functional, cross-geographical project team
- Coaching / mentoring capabilities
- Written communication skills – ability to write reports in English
- Strong learning capabilities (the ability to learn and implement new information quickly)
- Methodical and thorough – able to follow up on tasks and cases E2E, drill down into detail
- Ability to work independently and in a team environment
- Proactive and accountable
- Willingness to work extra hours / weekends, upon need

For sending cv: hpscitexjobs@hp.com