



## Field Application Engineer - EMEA

Laserax's Field Application Engineer (FAE) for the EMEA region will be responsible for supporting sales efforts and overseeing the technical aspects of the sales process, such as customer needs analyses, technology and solution recommendations, and drafting proposals and answering RFPs/RFQs.

### Company Information

Laserax is a laser system manufacturer that provides efficient, innovative and safe solutions for the most demanding industrial applications. We rely on a team of laser technology experts to offer a complete range of products for laser marking and laser cleaning.

The FAE will be Laserax's representative for after-sales service in the EMEA region by taking ownership of any issues and product outages. The ideal candidate will have the ability to troubleshoot automated laser marking systems in a manufacturing environment and utilize available resources to resolve issues in a timely manner.

Working remotely from a key location in Europe and reporting directly to the Business Development Manager of the EMEA region, this position requires frequent travelling to visit customers.

### Job Responsibilities

- Provide technical support to the sales network in the EMEA region
- Demonstrate Laserax's technology to customers for product positioning to both business and technical users
- Drive the technology evaluation stage of the sales process, working in conjunction with the sales team as the key technical advisor
- Take part in the proposal/quoting process by evaluating and responding to RFPs/RFQs
- Perform preventive maintenance, repairs, upgrades and performance verifications of Laserax systems at customer sites
- Ensure a first-class after-sales service for Laserax customers by being the direct interface with end users
- Address product questions or concerns (with remote support of the Applications team)
- Work with Product Management and Marketing on all literature, work instructions, etc., as required to support end users
- Assist the Business Development Manager of the EMEA region in growing the company's established customer base and developing relationships with prospects across the territory



## Requirements

- 3+ years of experience in an engineering support role and direct customer interaction
- Diploma in Electrical Engineering with a specialization in Automation or in a related technical field
- Strong technical sales presentation abilities and communication skills
- Able to work independently and as part of a team in a dynamic and fast-growing business environment
- Excellent multi-tasking and organizational skills for managing multiple outstanding issues until resolution
- German and French skills are definite assets
- Ability to travel frequently
- Valid passport and driver's license

*Our corporate values are*  
***Fun - Expertise - Commitment - Creativity***

Send your application to  
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