



**GET ENERGIZED!  
EMPOWER OUR  
INTERNATIONAL TEAM**

Skilled professional

## After Sales ENGINEER Back Office - M/F

### MISSION

You are part of the after-sales service team made up of 8 dynamic and motivated employees working in a friendly atmosphere. Your site is that of the Grace-Hollogne zoning.

### RESPONSIBILITIES

- After specific training for the products developed by the company, you establish a relationship partner with users in your area and provide them with global technical support, whether technical problems or regular machine monitoring.
- Ensure customer satisfaction by solving problems and establishing accurate and timely diagnostics to schedule interventions
- You write the price quotes for the proposed interventions and the reports following the incidents encountered
- You manage maintenance contracts and offer users preventive maintenance interventions or improvements to their system.
- You take charge of the management and monitoring of the operations carried out by the technicians as part of the after-sales service.
- You ensure good communication and coordination with colleagues from design offices, engineering, manufacturing.
- You make punctually (1 week / 5) guards (after training 1 year). A guard system is in use in the team.
- You report to the manager of the 'Back-Office engineering at headquarters' in the after-sales service department.

### PROFILE

- Master's degree (industrial engineer), with electrical or electromechanical orientation
- First experience in industry during which you have been able to test your theoretical



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and practical skills

- A first experience in customer / commercial support is not essential, but is an asset
- The taste for the varied knowledge of technical fields is a plus
- You have affinities with technical products and demonstrate pragmatism in solving problems
- You are recognized for your communication skills, resistance to stress and reliability
- You demonstrate a very good knowledge of English, both spoken and written. The knowledge of any other foreign language is highly appreciated

### OUR OFFER

- The opportunity to join and evolve in an established, yet innovative and expanding company, active at the global level in the development of high-tech products.
- A motivating work atmosphere within a dynamic team.
- A daily work experience marked by variety in a pleasant atmosphere.
- A particularly pleasant working environment with easy access (2 minutes from the motorway).
- A salary concomitant with your level of experience, backed with an attractive fringe benefits package

### About KINOLT

Our company was founded in 1989 by a team of innovative engineers who specialized in critical power systems. A lot has happened since. Over the past decades we evolved into a global partner securing infinite power to major businesses and industries across the globe. From Hong Kong to Santiago de Chile, from Frankfurt to Singapore.

In an industry where power outage is never an option, where reliable power control is absolutely mission critical, understanding the needs of our customers and their reality is not only important, it's a necessity. That's why, while we are in the business of electrical uptime and availability, our people are at the heart of our business. From project start to finish – even when things get challenging - we stand by our customers' side to ensure that nothing is left to coincidence.



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**KINOLT SA**

Rue de l'Avenir, 61

Parc Industriel

B-4460, Grâce-Hollogne

Belgium

T +32 4 247 79 00

F +32 4 246 20 20

[jobs@kinolt.com](mailto:jobs@kinolt.com)

[www.kinolt.com](http://www.kinolt.com)