



Japanese Technical Support

3D Printing

(Night Shift)

We are looking for the native **Japanese** speakers with a high level of **English** to solve hardware and software technical issues for customers.

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Webhelp

3D Remote Support Engineer

HP 3D Services WW

Support the end customers (3D service bureaus & enterprise customers), channel partners and HP Service workforce on the resolution of 3D Printers technical issues and accelerate the adoption of HP JetFusion products by building a competitive advantage through a lean support experience in the 3D printing market.

The team of Remote Support Engineers (RSE) are part of the Global Care Center organization within 3D Solution Services and is responsible for remotely resolving the technical issues of our customers, identifying, if needed be, the parts required and the convenience of sending a Field Services Engineer (FSE) to repair the product onsite.

KEY RESPONSIBILITIES

As a 3D Remote Support Engineer this person will work across the different support functions defining the end-to-end activity leading to the right customer solution.

Primary responsibilities are:

- Provide expert support to remotely resolve hardware and/or software technical issues and application problems for our customers.
- Trigger an onsite interaction (parts and/or FSE dispatch) in case the issue cannot be fixed remotely. Right diagnosis and parts identification are key to ensure proper handover to the Field Services Engineer.
- Keep customers informed of the status of their case, elevating issues as needed within the Graphics Services and Support Organization and ensuring that Service Level Agreements are met.
- Document case history and interactions with customer in HP's Customer Relationship Mgmt. SW (CRM) to ensure proper handover to field, product/case history tracking and reporting.
- Contribute to maintain the Knowledge Mgmt. System (KMS) sharing the knowledge with the rest of the organization.
- Assist Care Center Agents and Customers on subjects such as product features, specifications, parts info and compatibility, maintenance routines, educational programs and technical aspects in general, based on customer entitlement.
- Assist Field Service Engineers during onsite troubleshooting in case of need.
- Build a close professional relationship with the primary accounts assigned through specific customer needs understanding and installed base knowledge that generates mutual trust and enhances customer experience.
- Master on Technical knowledge on HP 3D printing products and technologies and transmit this knowledge to our customers and peers.

3D Remote Support Engineer

HP 3D Services WW

Providing quick and effective remote resolution to our customers results in a sound customer experience and optimizes productivity of our customer equipment. The RSE works closely with our Contact Center Agents, Competency Center Engineers and Field Support Engineers to ensure that the right solution is delivered at the right time.

The RSE typically engages with our customers over remote tools (telephone, email and remote access SW) and follows up until the issue is resolved. Support efficiency and effectiveness of the solutions provided by the RSE are key to accomplish our organization goals on Customer Experience, Quality and Cost

REQUIREMENTS

Skills Required

- Interest in technology and in 3D printing
- Native Japanese
- Good command of English

Education and Experience Required:

- Motivation to work in this industry
- Eager to learn about 3D Printing technology
- Previous experiences in a similar position will be valued

Personal Characteristic:

- Ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.
- Excellent organizational skills; able to prioritize work in accordance.

OFFER

- Obra y Servicio contract with long-term opportunity.
- Salary - depending on the experience.
- Transport Bonus.
- Working schedule: Monday-Friday 2am-11am (night shift).
- International and dynamic environment in Barcelona.
- High possibilities to grow inside the company.
- Relocation package for people moving from another country.