



careers@ndieurope.com

Be Different. Be Better.

PRODUCT SUPPORT ENGINEER (f/m/d)

Professional Onboarding

Good Work-Life-Balance

Mobile Office

QUESTIONS?

07732 82 34 - 144

www.ndieurope.com



Innovations in medical surgery and therapy - this is what we are committed to.

Leading medical technology companies around the world rely on the 3D navigation technologies from NDI - the market leader for more than 20 years. Our competence as an innovative high-tech company supports the implementation of modern, digital solutions in medical fields of application and is a central component of our success.

INSIDE

People work for NDI at four locations around the world. The cultural diversity in our successful company and the requirements of our global customers ensure a motivating work environment. The knowledge, enthusiasm and experience of our employees are essential for our success. We know each other by name - including our colleagues in Canada, the USA and Hong Kong. We trust, respect and are honest with each other.

In our sales team, you are the contact person for our worldwide medical technology customers - for all questions from the first contact to the completion of the integration and, of course, also in the area of technical support:

TASKS

- You will advise our customers on the most suitable NDI technology for their particular application - in particular on the selection and placement of components and options from our standard portfolio of optical systems
- During the integration process, you will support our customers in the areas of hardware/software integration, performance, and workflow improvement
- You enjoy answering technical questions from our customers regarding device specifications, functionality or compatibility and finding solutions in coordination with other departments
- We rely on your expertise when evaluating whether a product defect can be remedied at the customer's site or at our own premises

PROFILE

- You have a technical university degree in your pocket
- You are a strong communicator and have the ability to explain even complex technical concepts to your counterparts in a comprehensible way.
- As a true organizational talent, you work in a structured and solution-oriented manner
- Writing and speaking German and English is routine for you
- You have a friendly, outgoing, and service-oriented personality and have the necessary tact in dealing with a wide variety of customers