



Sr. Product and Technical Support Specialist - Amersfoort

A problem solver with a strong customer focus and solid technical background who is passionate about achieving excellent servicing standards.

In this position you will act as an expert in providing solutions to technical problems, troubleshooting, research and development of solutions to new or unknown issues related to customers, resellers and distributors. You will act as a liaison between end-users, resellers, distributors and sales representatives and manage relationships with install vendors.

Your tasks:

- Manage and provide solutions to product technical questions and product/install questions for the Ergotron suit of products and services at an expert level;
- Manage solutions and collaborate with sales representatives, e-tailers and resellers with product configurations;
- Provide tier 2 technical escalation support for internal and external customers;
- Participate in developing product quotes for sales;
- Research trouble reports received from sales, providing solutions with expert product knowledge;
- Document customer situation in Salesforce CRM and Oracle Database to ensure quality data accuracy;
- Assist Quality in identifying and addressing product related issues;
- Enter Service Contracts in Salesforce;
- Provide CAD drawings of products upon customer requests;
- Create, build and maintain relationships with install vendors, customers, distributors, end users and internal customers;
- Provide product training to Customer Care, Sales representatives, resellers and end-users;

Your profile:

- BS/BA Degree in business, computer science or equivalent work experience desirable;
- Solid experience and understanding of a services business in a high-tech environment, from supplier, reseller/integrator and technical support representative points of view;
- Experience managing technical solutions with call centers, customers and end users;
- Demonstrated leadership abilities and be achievement oriented;
- Exceptional knowledge transfer skills;
- Strong organizational skills with an ability to manage and prioritize concurrent technical support demands;
- Strong leadership, project management skills, time management, troubleshooting process and problem-solving skills.

Ergotron offers a challenging position in an international organization with growth ambitions. A company with top quality products, contributing to a productive and healthy workplace. Ergotron is a company with high ethical standards and passionate, supportive colleagues. A company that stimulates personal development where you will find the flexibility and healthy work-life balance you crave. We offer competitive compensation and benefits in a supportive business environment that's built around a promise: To move you—physically, emotionally and intellectually.

We're also offering:

- 28 days holiday per year.
- Premium free pension Plan.
- Disability insurance.
- Possibility to purchase products (bike, computer, phone, vouchers) with on average a 40% advantage.
- Social events.
- Informal dress code.
- Travel allowance or NS Business Card.
- Free, on-site parking.

Are you interested to take up this challenging role? Please send your CV and motivation to hr.emea@ergotron.com. For additional information you can contact Floor Knipping at the same e-mail address.

Ergotron is the global leader in digital display mounting, furniture and mobility products that have been improving the human interface with digital displays for over 30 years. Ergotron is committed to delivering innovative solutions that promote healthier, more productive environments – no matter the setting. Our passion for human-centered designs has led to many patents and unique product innovations. We are currently looking for a **Sr. Product & Technical Support Specialist to be based in Amersfoort, the Netherlands.**