



Ergotron – About the company

Ergotron, Inc. is a global company focused on designing and manufacturing kinetic work environments, so people can thrive as they work, learn and care for others. The way we interact with technology, collaborate with others and pursue our individual potential is changing. Ergotron supports this evolution with innovative solutions that eliminate constraint through movement in healthcare, education and general workspace environments.

The company has a 40-year history of innovation with more than 200 patents and a growing portfolio of award-winning brands. Ergotron is headquartered in Saint Paul, Minnesota, with a global sales and marketing presence in North America, Europe and Asia Pacific. All products are designed in the United States and manufactured in Ergotron's factory in China. Products include digital display mounting solutions, computer carts and charging solutions. For our EMEA headoffice in Amersfoort, the Netherlands, we are currently looking for a:

Product and Technical Support Specialist (Amersfoort)

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 is built around a promise: To move you – physically, emotionally and intellectually.

The position

In this position you will provide solutions to technical problems or questions that arise from the Customer Care department, customers (resellers, distributors, DMR's) and sales representatives. You will act as a liaison between end-users, resellers, and distributors and make recommendations to end-users and resellers for installation of Ergotron products and participate in installs and on-site diagnostics when necessary. If necessary, you will take responsibility for the administrative process of order intake, handling until arrival from the Ergotron products at the customer site in Europe, Middle-East and Africa (EMEA).

Responsibilities

- Provide solutions to technical questions and product/install questions for the Ergotron portfolio and services at an expert level.
- Provide solutions to technical inquiries and collaborate with sales representatives and channel partners.
- Provide tier 2 technical escalation support for internal and external customers.
- Assist 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 and end users.
- Provide product training to Customer Care, Sales representatives, resellers and end-users.
- Additional duties as assigned.
- Support "Lean Business Enterprise" initiatives for continuous process improvement and waste elimination.

Position Requirements

- Middle / Higher Vocational Education or similar.
- 3-5 years with a customer service/customer care environment
- Experienced in Microsoft office and PDFs, able to download and send files to customers, and sales representatives
- Technical knowledge.
- Ability to travel as needed to customer sites
- Proficient in Microsoft Office (including Excel, PowerPoint and Outlook), Oracle and Salesforce.
- Must be able to perform the physical requirements of the job as described to you for the position.

Interested?

If you want to make a difference and join an exciting company with growth ambitions and an international team then we would like to hear from you! Please send your CV and motivation in English to hr.emea@ergotron.com.
