

December 21, 2021

POSITION

Technical Support Operator

REPORT

Project Director

FULL TIME / PART TIME

Full Time

LOCATION

Serbia, Full remote work

DURATION

Permanent Position

ABOUT NOVOLYZE

Novolyze is a rapidly growing company that empowers the food & beverage industry to enhance food safety & quality performance in a rapidly changing environment. We offer application-driven, tech-enabled solutions to activate a groundbreaking, holistic approach to food safety and quality. We leverage the power of IoT and cloud computing to unify food safety and quality data, transform them into actionable insights, and enable real-time decision-making.

Our team is composed of experienced food safety & quality professionals offering cross-functional expertise in microbiology, and process engineering, SaaS Solution engineers and many others. At Novolyze, we all share the same passion for making the foods we eat everyday safer while improving the sustainability of food production systems. Our values encompass Customer Success, Boldness, Team Spirit, Agility & Impactfulness.

Novolyze Doo provides 25 vacation days per year and offers a company insurance (death, invalidity & accidents).

If you have a desire to grow with a dynamic company, make a major difference within the organization, and thrive working in a fast-paced environment, then this opportunity may be for you.

WHY YOU SHOULD JOIN NOVOLYZE

Novolyze proposal aims to positively impact the world. Joining Novolyze will allow you to embrace this commitment over public health and sustainability. By joining Novolyze you will also be onboard with a dynamic fast-growing company where team members are highly considered. Fast growing companies often offer careers evolution opportunities. Historical French and Serbian bounds will offer a multicultural environment that will enrich your open mind set.

MAJOR EFFECT

Deliver customers and prospects with the use of Novolyze products and services by executing technical connection or settings ensuring a good customer experience

JOB DESCRIPTION

The ideal candidate must be an accomplished professional with knowledge in food industry automation and communication. Candidates will:

As a setup operator:

- Study PLC configuration
- Select appropriate communication protocol and media
- Adapt standard program to the specificity of the customer's equipment
- Transfer program to the Connecting device
- Create device in the communication tools
- Guide the customer through setup
- Ensure Traceability of configuration
- Connect industrial machine with Novolyze device and tool
- Establish communication and run tests
- Build hardware devices when necessary
- Insure Novolyze digital platform settings for customers
- Ensure Quality test before final customer delivery

As a support technician:

- Qualify technical support needs
- Assist customers in understanding their needs to provide support level 1 to their users within their own organization
- Solve customer support needs level 1
- Escalate qualified demand to digital team for support level 2 & 3
- Keep product knowledge up to date as well as related documentation
- Support Professional services project supply

Quality System management

- Document support actions and ensure problem solving traceability
- Create templates and inform product stakeholders

- Support template and process creation
- Support trend analysis
- Support CAPA investigations

INTERACTIONS

- This person will report to the Project Director, based in France
- This person will interact with different business units and departments
 - Platform and validation business units
 - Departments: Customer success, sales, digital and product

PROFILE

- Engineering degree or equivalent required- focused on industrial automation or process engineering
- 5 years' experience in automation or SaaS support related to industry, food industry would be a plus
- Ability to troubleshoot industrial connection issues
- Idea leadership- change management- able to influence the business- able to manage conflict and drive the Quality Management agenda
- Ability to coordinate stakeholders- providing timely feedback to address and optimize personal performance.
- Excellent communication skills (presentation- report writing- teaching/training).
- Knowledge of industrial - and ideally food - processes
- Knowledge over Software and digital transformation
- Fluent English, Spanish and French could be appreciated
- Time Organization according to priorities
- Transversal management
- Emotional intelligence
- Strong customer orientation (internal or external), taking satisfaction into account
- Dynamism, optimism, strong sense of contact
- Travel requirements up to 20% a year.

APPLICATION

If you are interested in this position, please send your CV + cover letter to talents@novolyze.com

Novolyze prohibits all discrimination and encourages diversity in all forms. Novolyze is committed to respecting the diversity of its employees and to providing them with an inclusive work environment.