



## Manager Application Support Leuze electronic, Japan

We are currently hiring a

### Manager Application Support in Tokyo, Japan

For more than 50 years, we have been developing, producing and marketing efficient sensor solutions for industrial automation around the world. We are specialists with solid application know-how and comprehensive industry knowledge. We always examine customer processes in their entirety so that we can develop efficient solutions. With subsidiaries all over the world and over 1200 employees, our customers particularly appreciate the competent consultation and reliable customer service we offer. That's why they call us the sensor people. Get to know us.

#### Your tasks:

- Point of contact for all Pre and Post sales service Level 2 (Application Service Hotline) tickets in Japan
- Safety products consulting and project planning for Pre+Post sales
- Support of product configuration / programming
- Support of product installation troubleshooting
- Ownership of all Post sale product issues
- Cooperation with Continental Product Managers to resolve any Pre+Post sales issues when appropriate
- Assistance at national and local trade shows, as required
- Level 2 product complaint handling
- Training for technical competency regarding products and applications
- On-site support

#### Your profile:

- MS / BS / Associates degree in Electrical Engineering, Computer Engineering, Computer Science or related engineering degree with appropriate experience
- 5+ years of relevant experience required
- Pre / Post sales support / consultancy experience preferred
- Previous experience with PLC integration
- Previous experience with automation / automation related sensors and with Fieldbus protocols, a plus
- Previous experience with customer service, a plus
- Ability to prioritize tasks between multiple on-going projects
- Travel: ~30% domestic and international (specially for onboarding)
- Excellent verbal and written communication skills in Japanese and English (TOEIC: min. 750) and valid drivers licence

#### We offer:

- Multifaceted challenges in a fast growing environment
- Inspiring culture of a medium-sized family-owned business
- Competitive compensation & benefits package

#### Would you also like to become a sensor people?

Then we look forward to receiving a comprehensive application including a cover letter, CV, certificates, salary expectations and the earliest possible starting date via email to [vanessa.fuchs@leuze.com](mailto:vanessa.fuchs@leuze.com)

**Contact:** Vanessa Fuchs

If you have any questions, please contact us +49 7021 573 121

#### We produce:

