

Technical Support Manager

Position	Technical Support Manager
Division	Elotex
Department	Technical Support
Location	Sempach Station/Switzerland
Key Accountabilities	<p>Provide technical support to assigned Key customer's and European countries as well as the regional tech service organizations</p> <ul style="list-style-type: none"> ○ Accountable for customer satisfaction and a key technical resource for maintaining and generating new business ○ Recognized as an industry authority for expertise in specific technologies and applications ○ Create project plans for the Key Accounts and target customers together with the sales team to maintain and develop profitable business ○ Technical Support for the region (Shanghai, Moscow, Brewster) ○ Training of customers and the sales team on products for the particular segment ○ Manage customer claims ○ Manage appropriate product testing in relation with Lab Manager Sempach <p>Lead the Global Application Networks</p> <ul style="list-style-type: none"> ○ Act as the primary source for market intelligence and identifying new business opportunities ○ Manage the network team ○ Build up and maintain a knowledge database <p>Contribute to product developments and launches as well as product positioning and product maintenance</p> <ul style="list-style-type: none"> ○ Applies technical expertise in consultative capacity to develop new products to meet customer needs ○ Support Marketing in the preparation of business cases up to product launches ○ Support Marketing in the product positioning and the product management incl. the preparation of promotion literature
Requirements	<ul style="list-style-type: none"> • Approx. 5 years in a lead technical function • Customer Focus • Interpersonal effectiveness and experience in working in an international business • Functional Excellence, Business Acumen, Drive for Results • Ideally the role holder will have worked in a similar role within a speciality chemical business • Ideally the role holder will have solid understanding of the building industry and the various technical/marketing aspects of the products and solutions that Elotex develops