

Technical Coordinator XRD/XRF/XI, (m/f/d)

ABOUT RIGAKU

Rigaku shapes the future. We support our clients' technological leaps with innovative solutions for various analytical requirements, set trends, and ensure future-proofing. As the worldwide leader in X-ray analysis – XRD, XRF, CT, with international competence centers in Japan, USA, and Europe, we operate successfully in the most demanding, innovative, and dynamic B2B markets. Our clients appreciate our innovative power, which guarantees them competitive advantages through their innovations. Become part of an agile, global company with over 1,500 employees worldwide. To support our service team, we are looking for a Technical Coordinator (m/f/d) for our European Headquarters in Neu-Isenburg.

LOCATION: Neu-Isenburg near Frankfurt M., Germany

The role of the Rigaku Europe SE (RESE) Technical Coordinator (m/f/d) is to work closely with the different teams within the RESE organisation, directly with customers, and with other third parties. Daily tasks will include the planning of upcoming instrument installations / upgrades and PM's, coordinating unplanned maintenance visits, plus other service related responsibilities.

YOUR ROLE:

Technical Coordinator Key Responsibilities

- Coordinate daily service operations to ensure maximum customer satisfaction and optimised Rigaku resource productivity and efficiency with close consideration for business financial overheads and working time legislation, to includes:
 - Unscheduled maintenance visits
 - Planned Preventative Maintenance
 - Installations and Upgrades
 - Pre-installation visits
- Coordinate and assign incoming e-mail service support requests.
- Plan and maintain service resource scheduling and calendars.
- Maintain regular dialogue with service resources to discuss upcoming work and responsibilities
- Provide weekly reporting to Service Management
- Escalation outstanding or problem issues
- Internal and external coordination issues

YOUR QUALIFICATIONS:

- Ideally 3+ years of experience in the use and maintenance of semiconductor X-ray systems.
- Bachelor's degree or PhD in Electronics Engineering or relevant technical subject (or equivalent experience)
- Experience in the maintenance and repair of electronic and mechanical systems.
- Excellent written and verbal communication skills.
- Willingness to travel extensively, being away from home most of the time.
- No restrictions on travel within EMEA (Europe, Middle East, Africa) and internationally.
- Full clean driving license

WHAT WE OFFER :

- Competitive salary depending on experience.
- Company car (subject to location)
- Discretionary bonus (10% of base salary)
- Laptop, cell phone

We are looking forward receiving your application at: [RESE-Jobs.com](https://www.rigaku.com/RESE-Jobs.com)