

GMG China is looking for a:

Senior Technical Support Engineer (f/m/d)



GMG, as a leading provider of innovative applications for the graphics industry, has successfully established many pioneering solutions in the market within the last 35 years. Today GMG with its over 150 employees and offices in the US, England, France, Germany, Japan and China is the world's leading provider of high-end color management and proofing solutions.

Purpose of the Position

The Senior Technical Support Engineer position is a combination of pre-sales work and technical software support. Pre-sales activities can consist of field tests, product demonstrations, supporting GMG China sales staff or distribution partners, providing training and product presentations. Additionally, this position is also responsible for delivering product and customer feedback to GMG China General Management and Product Management at our European headquarters. It is a very important position that should accelerate the sales process as well as improve the customer retention to GMG Solutions.

Scope of Activities

- Provide world-class customer service on all GMG Solutions throughout the entire lifecycle of customer adoption.
- Validate software solutions to assist sales, through tests either on-site or in office.
- Work independently or as part of a team on engagements with customers, often in a technical leadership role to ensure customer retention and to drive customer value realization.
- Ensuring a modern support experience (Email, Telephone, Web, Troubleshooting, Self Help, Chat), embedded in a global support structure („follow the sun „concept).
- Be able to drive and increase visibility of escalated support issues for GMG key accounts as needed.
- Use of Zendesk for technical support as well as MS Dynamics for reporting.
- Gathering latest market developments from channel partners, customers and competition.
- Promoting GMG solutions and continuously conveying GMG messaging to channel partners and customers.

Responsibilities

- Provide comprehensive reports on a regular basis about projects, technical support issues, market developments and competitive threats.
- Stay on top of customer reported issues, regularly communicate with customers, the sales team, general management and product management.
- Bring thought leadership around overall customer success and be self-driven to lead with minimal supervision.

Required Experience and Personal Skills

- Sound experience in a comparable position, experience in color management is a must.
- Passionate, self-motivated and able to handle demanding workloads.
- Experience in supporting complex software products.
- Experience in graphic arts / packaging (digital) printing required.
- Good communication, presentation and planning skills.
- Able to work with limited supervision.
- Customer focused and service oriented.
- Ability to learn new skills and easily adapt to changing environments.
- Being a team player.
- Ability and willingness to travel extensively (up to 40%).
- Native Chinese speaker with excellent English skills (verbal and in writing).

We offer

- A great working atmosphere in an international, dynamic team.
- Flat hierarchy and short decision paths
- Self-responsible work and the possibility to plan your own time.
- Attractive compensation package.
- Growth opportunity in a recognized international company.

When interested please send your resume and application letter to Mrs. Yili Lin on Yili.lin@gmgcolor.com



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