Field Service Technician

Full time | Agrate Brianza (MB),

Creating added value along the value chain using digital solutions and automation technology. At KNAPP we do not follow trends. We start them. Our automation solutions are setting new standards in the industry and cover the entire value chain: from manufacturing and distribution to the last mile, including stores where customers can enjoy unique shopping experiences. As a value chain technology partner, our mission is to provide our customers with the technologies they need to excel in their industry: our portfolio includes the latest in shuttle technology, AI-infused robotics, all- in one and more. We are a strong partner and as such we support projects at all levels, starting from system consultancy, planning and implementation through to maintenance and lifecycle management. Over 3,000 of our automated systems are in operation worldwide, creating added value for our customers in their distribution networks.

More than 8.000 colleagues in over 60 countries worldwide work everyday to support them and to develop new solutions. Become one of them!

Become part of our field service team active in the distribution centers of our customers throughout Italy. It is your role carry out periodic inspections of customers' Knapp installations Italy-wide and intervene promptly in the event of breakdowns with the aim of ensuring maximum plant availability and full customer satisfaction. As a field service technician, you are one of Knapp Italia's most important contact persons for our customers.

Roles and responsibilities:

It is you task to:

- Carry out breakdown maintenance of Italian customers' automated systems, whenever necessary
- Carry out or complete planned preventive maintenance of automated systems and draw up the relevant incident reports.
- Implement improvements, repairs and modifications
- Complete breakdown reports highlighting all events that have arisen during interventions that have had or still have an effect on the performance of site systems
- Liaise with the customer and internal Knapp technical departments (parent company and subsidiary)
- Provide assistance in project installation work, also in order to keep costs under control
- Provide remote support on call

Requirements for applicants

- You have technical experience in maintenance and troubleshooting on complex automation and equipment installations in tech sectors.
- You have a good knowledge of automation boards and machine instrumentation
- You have a high level of responsibility and awareness of business criticality
- You have the capability to work as part of a team and as an individual without the constant need for supervision
- You feel comfortable to provide remote support on call
- Under pressure you remain calm, confident and focused
- You are able to communicate in the Italian and English language
- Spending most of your work time (>75%) travelling in Italy is not a problem but you see it as the enabler to be close to the customer – and also as a way to gain experience

Then you are the right candidate for us!

Knapp Italia offers

- A competitive salary (salary range RAL 32k - 42k EUR) and access to the company bonus system
- An attractive benefit package including additional health insurance and access to our corporate benefits portal
- Continuous training and development possibilities in Italy as well as in our mother company in Graz, Austria
- The possibility of being part of a fast-growing worldwide leader in the field of automation – rooted in the +70 years tradition of a family-owned company – with a clear focus on innovation, research and development

We are looking forward to your application to hr.knappitalia@knapp.com. Please title the subject of your email “Field Service Technician”

