

Field Service Technician (m/f/d)

Full time | Agrate Brianza (MB),

KNAPP Italia is now looking to expand their team by adding a field service technician. The activity takes place at the distribution centers of our customers throughout Italy. The role is to provide technical support and analysis for our software, infrastructure and technology products and to ensure the availability of the systems installed by Knapp.

By directly engaging with the client to support operational analytics, exceptions, and change management, this role enables the successful candidate to act in the success of our clients' day-to-day operations in a significant way. It is also his responsibility to effectively and accurately highlight all critical situations for the company together with the Knapp Service Desk and the appropriate development groups.

Roles and responsibilities:

The candidate will carry out amongst others the following activities:

- Monitoring and management of Knapp software systems (WCS, WMS, PLC, SCADA) and related hardware
- Disaster recovery
- Identification and analysis of root causes of problems for systems and IT issues
- Support the software repair process through investigation
- Incident and problem management (Service Desk tickets)
- Change Management (change request (RfC) and customer request (CR))
- Remote support on call
- Collaboration with the field service engineering / maintenance team during breakdown / repair / maintenance activities

Requirements for applicants

We evaluate profiles who have at least three years of experience in the job and who possess the following technical knowledge:

- Linux operating systems (command line interface for administering operating system performance, browsing log files and distributing versions)
- Competence in the use of SQL (DML, DDL, TCL) and SQL Developer

- Experience with PL / SQL language
- Debugging skills
- Practical experience in database (Oracle)
- Italian and English language skills required, additional languages (e.g. German) will be considered a plus

We are looking for a candidate who is able to work independently but who is also prepared to work in a team, who is responsible, who is willing to learn and undertake a path of professional development and growth in a dynamic and rapidly developing context, in which the contribution of each individual can and must make a difference.

The ideal candidate knows how to communicate effectively and professionally with all interlocutors involved, both internal and external to the organization, is able to prioritize the workload based on business needs, to manage stress and to ensure a constant performance level.

Flexibility of schedules and availability to travel > 75% are required, mainly in Italy.

We look forward to your application, which you can send to hr.knappitalia@knapp.com. Please title the subject of your email ?Application for Technician Field Service?.