



JOB CODE: GSJ-O-220116-083
Senior Field Application Engineer

1986年創業、世界60か国で展開し、光学センサー分野で業界をリードするスイス企業が、シニアフィールドアプリケーションエンジニアを募集しております。

The company has been developing innovative solutions since 1986 for safety and information systems, automation, monitoring, industrial computers, and controls. Beginning life as a two-person start-up in a kitchen, they now employ around 400 people worldwide as a global leader in optical sensors utilizing active infrared technology and image processing.

Their product program is divided into two areas: ACCESS (entrance automation industry) and HOISTWAY (elevator). Products of extremely high quality are produced at very competitive prices, all core components in Switzerland. The products are sold in more than 60 countries world-wide.

A 100 % owned Japan subsidiary established in 2017 has been tasked with expansion and market share development and customer care. The position of the Senior Application Engineer will have a key role in these efforts.

The Position:

The position of the Senior Application Engineer supporting all technical matters within the Business Areas ACCESS (Sensor-systems for Elevator & Escalator, Entrance Automation, Warehouse-Management) and the Business Area HOISTWAY (Elevator) and reporting to the General Manager.

Key Duties:

The position holder technically supports all projects and product groups delegated to him/her over the entire course of their life cycles. He/she ensures the support of technically and commercially successful products, based on clear specifications. He/she also ensures that all documentation regarding his allocated products is uniformly presented, technically accurate and easily understandable in the local language for the relevant sales personnel and customers. He/she performs all said duties according to the company's Process Regulations. His/her area of responsibility will cover a broad spectrum including the following key areas:

Heading up customer-specific projects

1. Identifying and solving problems in cooperation with the customer (in the field).
2. Supporting launches of products.
3. Handling of complaints and feedback from customers and sales personnel.
4. Supports drawing-up specifications as a prerequisite for project (Gateway) meetings.
5. Assisting in drawing-up of tenders.
6. Project responsibility from market specific application development to market launch

including phase-out and coordination with all internal teams.
7. Coordination of product introduction and training for customers.

Definition of applications and redevelopment of standard products

1. Support in definition and documentation of Business Cases, preparation for decision-making.
2. Drawing-up specifications and required installation solutions according to the application.
3. Project responsibility from application development to market launch including phase-out and coordination in specific cases.

Current products

1. Maintaining portfolio/product lifecycle in the Japanese market.
2. Responsibility for quality in cooperation with the Production & Logistics and R&D departments.
3. Technical Support for the Application Engineering department.

Competence areas

1. Carrying out assigned tasks & projects independently, using own initiative.
2. Personal external training relevant to job in consultation with his/her superiors.

Skills required

1. Self-reliant, success-orientated methods of working.
2. Team player.
3. Ability to master complex tasks.
4. Willingness to travel (40-50 % or as per agreement).
5. Perseverance, resilience, can-do approach.
6. The Senior Application Engineer speaks and writes fluently in the local language and English.

Education

The Senior Application Engineer will have a technical degree preferably with qualifications as electronic or technical systems engineer or physicist and/or a business administration degree with postgraduate technical qualifications, or he/she will be a qualified industrial engineer with demonstrated technical understanding of the (preferably optical) sensors industry.

The candidate should be a 'hands on' person, comfortable with working towards targets and objectives and with operation in the Japanese and international business environment. This position requires a minimum of 5-10 years market and product experience in Japan as well as a longer-term commitment to the company. He/she should have several years of professional experience in the entrance automation and/or elevator and escalator industry and preferably with European companies.

Job No: GSJ-O-220116-083

Employment type: Full-time

Position: Senior (Field) Application Engineer

Location: Tokyo

Remuneration: JPY 10 - 12 m

[APPLY HERE](#)

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