

Every day, millions of people enjoy coffee. We need your expertise as a Technical Support Agent to keep making this possible every day!

For our team in Denmark, we are looking for a:

## TECHNICAL SUPPORT AGENT

Are you a coffee-loving technician, do you enjoy providing training, technical advice and support to our partners and customers? Would you also like help with further technical developments within ETNA? Then we are looking for you.

You are technically skilled and preferably have experience in our industry. Character and personality are just as important to us as your knowledge, experience and education. You are professional and solution-oriented. You are able to work independently and under pressure. You are goal-oriented, assertive with good communication skills and you have a “hands-on” mentality. You are proud of your work.

### What can you expect as a Technical Support Agent?

- Making phone calls to customers and answering technical questions;
- Giving advice and instructions to installers and customers so that maintenance and repairs can be carried out smoothly and correctly;
- Answering questions and answers in writing regarding repairs and maintenance;
- Administratively process service/repair requests for smooth processing;
- Analyzing common malfunctions and responding appropriately;
- Installing and maintaining coffee machines and related accessories;
- Planning and conducting technical training for the technical staff of our sales partners & customers;
- Technical presentation of our coffee machines to customers & sales partners in cooperation with the Sales Manager;
- Communication of technical developments, novelties and improvements to sales partners and customers;
- Installation of test and showroom machines;
- Determine & evaluate market & customer-driven product requirements;
- Initiate & coordinate product changes in consultation with our Doetinchem headquarters;
- Document and manage customer activities in the CRM system.

### What are we looking for je?

- MBO work and thinking level (technical and industrial).
- Extensive work experience in a similar position.
- Knowledge of MS Office (very good proficiency), ERP/CRM systems (basic knowledge).
- You have a good command of the English language in speaking and writing.
- You are open to learning the Dutch language.



### **What are we offering?**

- You can contribute ideas within and outside your work area/specialty
- You will be challenged
- You will have plenty of room for personal growth and development
- Unlimited smell and taste of coffee
- Interesting terms of employment

### **About ETNA**

ETNA Coffee Technologies develops and manufactures coffee machines and sells them to dealers worldwide. Our dealers supply the ingredients and provide the service. Whether it's fresh beans or instant products, our coffee machines turn it into a delicious cup of coffee, cappuccino or chocolate. That is our passion. And everyone gets to taste that!

### **Developed and produced in the Netherlands**

ETNA's head office is located in Doetinchem. Here we develop and produce all the machines. This means that quality is guaranteed with 100% Dutch quality and craftsmanship. Our passion means that we are always looking for the best technologies, materials and machines for the perfect cup of coffee. We use our experience with coffee technologies to make the most of our dealers' ingredients. Through our dealers, the coffee machines find their way to end users in offices, industry, hospitality locations and more. Over the past 25 years, we have built up a product portfolio of coffee machines using four brewing technologies. Because of our expertise, our customers will not go a day without coffee.

**Are you the enthusiastic Technical/Support Agent we are looking for? Then apply for this great job at ETNA Coffee Technologies in Denmark, at [hrm@etna-ct.com](mailto:hrm@etna-ct.com) or contact Frederique Grevers with any questions.**

#### **CONTACT**

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