

BTG Job Posting

Field Service Engineer (Finland)

GENERAL SUMMARY

The Field Service Engineer is responsible for managing the lifecycle of BTG instruments at our customer sites in the Nordic region. This includes maintenance in the field of installed instruments, start-up services for new instruments, providing technical support for the installed base and replacing the instrument at the end of its lifetime. In this function the Field Service Engineer will report directly to our Regional Manager for Lifecycle Management and After Sales Services. The role will have close customer relationships that will range from supervisors, process engineers and a range of key mill members. This role will work closely with the European Sales Organization. This position works out of home office in Finland.

RESPONSIBILITIES

- Maintenance of analyzers and sensors at customer's site.
- Start-up of products on site with the customer.
- Responsible for own planning and follow-up of open tasks.
- Technical support for customers via phone and e-mail.
- Remote support with the BTG SMARTmonitoring services and other virtual tools.
- Promote replacement of instruments at customers at the end of their lifecycle.
- Training for BTG products in the pulp and paper industry.
- Responsible for own personal safety, the safety of the team and those around you.
- Work in accordance with and enforce compliance with all BTG's policies (ex: Safety, Code of Conduct, Commercial Policy, Security Policy and Export Compliance) to maintain BTG's reputation and image.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Must be a "people person" – one who enjoys engaging the customer, travelling and is excellent in communication and follow-up.
- Strong analytical and troubleshooting skills.
- Ability to work with a high degree of autonomy; prioritize, organize and work independently.
- Flexible and able to travel 75% of the time.
- Excellent computer skills, strong knowledge of MS Office.
- Must be able to learn and use remote and virtual service tools as required.
- Must have good command of English, both verbal and written.

REQUIRED EDUCATION/EXPERIENCE:

- Minimum 2-year technical degree, preferably in mechanics, automation and or electronics.
- Minimum 2-years of experience as an instrument engineer or similar role, preferably in the paper industry.

RECRUITMENT PRIVACY NOTICE:

Thank you for your interest in BTG. We will review your resume and will contact you if we feel you fit the qualifications for an open position.

Please take note that BTG has a Recruitment Privacy Notice. Please kindly refer to this Notice which is available on our website at: <https://www.btg.com/recruitment-privacy-notice/>