



TECHNOLOGY.  
INNOVATION.  
MADE WITH PASSION.

WELCOME TO SUPERIOR TECHNOLOGY  
FOR SINTERING, SOLDERING, DIFFUSION AND CVD

## Manager (m/f/d) for Service and Support

**We are looking for a Head of Service Support for immediate placement or by appointment.**

As Head of Service Support you will take over a team of service technicians and coordinate all tasks in the areas of final testing, service and support. You will be responsible for service assignments at our worldwide customers.

ATV Technologie GmbH is an internationally active, established, medium-sized technology company in the field of microelectronics. We successfully and independently develop, produce and distribute an innovative product range with which we support our customers in realizing their visions. Highest customer satisfaction, reliability and quality are the foundations of our continuing success.

### Your tasks:

- Management of service and support staff and resource planning
- Evaluation of repair, maintenance and retrofit offers and requests
- Strategic planning of maintenance cycles with regard to material and life cycles
- Training of service and support staff - technology, soft skills, service best practices
- Development and implementation of quality controls and process improvements
- Structured confirmation for technical quality defects
- Acquisition of service and spare parts orders
- Regular maintenance and service calls worldwide
- Regular processing of support requests from our customers and partners

### Your profile:

- A completed technical study or a completed training state-certified technician
- Systematic approach to problem solving
- Customer orientation in thinking and acting
- Very good knowledge of English and good communication skills
- Ability to work in a team and cross-departmental thinking
- Willingness to travel globally

### Your chance:

- a challenging and responsible job in an internationally operating company
- short decision-making paths
- an open working atmosphere and a great team

### Interested?