

Technical Support

技术支持

Location: Beijing

Starting date: ASAP

About the Company:

公司简介

Our client is a representative company for a group of European and American principals producing high-end machinery and accessories for the glass container industry. Our products focus on quality with superior durability and providing the customer with savings in production speed, energy, and decreased downtime. Established in 2018, our client sells to dozens of bottle plants throughout China who produce glass containers for companies such as Seven, Tsingtao and Corona.

我们的客户是一家为玻璃容器行业生产高端机械和配件的欧美公司的代表公司。我们的产品专注于质量与卓越的耐用性，并为客户提供节省生产速度，能源和减少停机时间。我们的客户成立于2018年，销售给中国各地数十家生产玻璃容器的工厂，如Seven, Tsingtao和Corona等公司。

Mission:

工作任务

You will be based in Beijing and responsible for providing technical support to our customers:

你将常驻北京，负责为我们的客户提供技术支持：

- When issues arise, you will be the first point of contact for the customer.
当问题出现时，你将是客户的第一个联系人。
- When a problem cannot be diagnosed and corrected you will contact the relevant principle and work closely with them to resolve the issue and keeping the customer informed.
当问题无法诊断和纠正时，您将联系相关负责人，与他们密切合作解决问题，并告知客户。
- During installations of new machinery, you be on site providing support and advice to the customer. Following training to the required level by the principals, you will perform the installations.
在新机器的安装过程中，你要在现场为客户提供支持和建议。在经过负责人的培训达到所需水平后，您将执行安装。
- Be available 24/7 for technical queries (Out of hours issues are uncommon but support must be provided)
24/7 全天候提供技术咨询(非工作时间问题不常见，但必须提供支持)

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Requirements:

岗位要求

- An outgoing personality with a can-do attitude, enjoys problem-solving
性格外向，积极进取，喜欢解决问题
- Fluent in English and Mandarin both speaking and written
流利的英语和普通话听说读写能力
- Able to travel through-out China and abroad
能够适应国内外出差
- Good Microsoft skills, Excel, Word, PowerPoint etc
熟练使用 Excel, Word, PowerPoint 等软件
- Degree in Mechanical Engineering or similar
机械工程或相关专业毕业
- Experience in the glass industry
有玻璃行业工作经验
- Good English Speaking
良好的英语口语
- Curious and Enthusiastic, Autonomous, willing to travel and be part of a dynamic 5 person Chinese, in a worldwide group, with daily contacts with Europe and US
有好奇心，热情，自主，愿意出差，愿意在一个充满活力的 5 人中国团队中工作，每天与欧洲和美国保持联系

Application:

Please send your resume to: **bj-hr@ccifc.org**

有意者请将简历投递至邮箱: **bj-hr@ccifc.org**

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