



With more than 150 employees and subsidiaries in the US, UK, Japan and China, GMG is the leading supplier for high-end color management and proofing solutions since 1984. GMG software allows colors on printed materials to be reproduced exactly as expected, whether it is an ad, a publication or packaging.

GMG France is looking for a

## Field Service Engineer France 2nd Level/3rd Level (a) (f/m/d)

full-time

You enjoy working with customers? You have a good technical understanding and always work in a solution-oriented manner? An exciting and varied field of activity awaits you at the leading specialist supplier of innovative graphic products. You will be part of the support team and help international customers in solving product problems.

### Your role:

- Technical support for international customers in solving problems
- Problem analysis and quality assurance in close cooperation with development and product management
- Documentation of ideas for new products or product proposals incl. handover to product management
- 3rd level support – working as an application specialist in development teams
- Technical support for sales staff in the region of France for pre- and post sales tasks
- Carrying out field tests/beta tests with users
- Installation and commissioning of GMG products via remote maintenance or on-site at end customers in DACH and EMEA region
- Carrying out service and maintenance work on GMG products via remote maintenance or on-site at the end customer's premises
- Creation of individual test samples for the GMG proofing, packaging or multicolor solutions

### Your profile:

- Completed training as a technician, IT specialist, engineer or comparable training
- Sound experience in the application or support of proofing solutions, color management solutions (CMM), profiling solutions preferably from the GMG product portfolio
- Knowledge of common Microsoft operating systems and MS Office applications
- Experience in the area of technical support/hotline/service
- Sound technical understanding and enjoy solving technical problems
- Very good communication skills and customer-oriented thinking and acting
- Travel activities in Europe, Middle East, India and Africa
- High level of teamwork, self-motivation, confident appearance and good self-organisation
- Takes an interest in and enjoys new technological developments
- Very good knowledge of French and English. Further language skills are welcome

### We offer:

- Independent work with plenty of creative freedom
- Diverse, innovative and challenging tasks
- Established, internationally active company
- Regular further education and training
- Flexible working arrangements

Interested? Then we look forward to receiving your application, indicating your salary expectations and earliest possible start date.



“Flat management structures and therefore short decision-making processes allow a pragmatic and solution-oriented thinking in our teams.”

Jochen Moehrke  
Manager Customer Support

Welcome  
to the Team!

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