

## Job Advert #20200225- Customer Support Manager

XENOCS is a company specialized in the development and manufacturing of innovative solutions for the characterization of materials at the nanometric scale using x-rays. Our world-wide customers are composed of scientists working in universities or company's R&D labs as well as manufacturers of analytical equipment. Our company was created in 2000 as a startup from the Institut Laue Langevin. The headquarters are in Grenoble, France, and the group includes four subsidiaries located in the USA, Denmark, China and Singapore. Our worldwide task force counts around 70 collaborators.

For our headquarters in France, we are seeking for a:

### **Customer Support Manager**

#### **MISSION**

Within the Sales Direction and attached to the Customer Service Group, the Customer Support Manager supervises the support activity and is in charge of providing our customers with high-quality support and technical assistance. The process should be carried out in a suitable deadline in order to guarantee the highest performance of our equipment and ensure the customer satisfaction.

#### **ACTIVITIES**

- Analysis and resolution of complex problems or events:
  - o Analysis of technical issues faced by the customer and their consequences.
  - o Investigation of all the failures, possibilities and identification of the suitable technical solutions in the shortest delay. In case of complex problems, help is requested from the products' managers if needed.
  - o Communication with customers and implementation of the chosen solution or support to the customer in this process.
  - o Intervention on customer's site for corrective or preventive actions.
  - o Preparation of technical documentation suitable for the customers
  - o Information and/or training of the customer's technical teams on the product or solution.
  - o Drafting reports for the team manager or the dedicated departments regarding all the gathered information helpful for quality improvement and customer satisfaction.
  
- Management of the Customer Support team:
  - o Management of the Customer Support and Installation Engineers
  - o Organization and follow-up of actions, interventions, assistance services provided to customers within the Customer Support Team and in interaction with other groups and the different subsidiaries of Xenocs.

- Follow up on operation implementation for repairs and any required corrective action in the shortest lead time to ensure customer satisfaction
  - Implementation of a suitable follow-up procedure for trouble ticket and track record of the installed system
  - Implementation of Frequently Asked Questions (and answers) document on technical solutions to be provided to customers
  - Monitoring of customer satisfaction
- Issue of quotations and offers relative to after sales service and development of the support activity
  - Service contract drafting
  - In charge of quality process for support
  - Management of Xenocs distributor agents in after-sales service actions
  - **Many international travels to plan**

## CANDIDATE PROFILE

Diploma, initial education: Master's degree or equivalent

Mandatory key skills:

- Significant experience in technical support and equipment installation
- Significant experience in support activity organisation
- High interest for advanced technical aspects
- Background in electrotechnical mechanical and automation engineering, as well as industrial computing and computer programming.
  
- Fluent English is mandatory, another language would be an asset
  
- Interest and skills for customer relationship: listening, good contact, customer priority, good communication skills in French and English
- Ability to clearly explain the solution to implement, detailed oriented to be able to carry on focused analysis.
- Anticipation and adaptation skills to an international and dynamic work environment on advanced scientific instruments
- Ability to manage unexpected events
- Tenacity and ability to cope with stressful and urgent circumstances. It might be necessary to interfere in a contentious context.
- Autonomous, organised, rigorous, flexible and pragmatic
- Dynamic and willing to bring together Support actions within the company
  
- Interest for travels (about 50%).

Wished additional skill: Background in X-ray optics

Experience: 5 to 10 years of experience in technical support and instrument installation are required

Type of contract: CDI (permanent position)

Place of work: 1- 3 allée du Nanomètre, 38000 Grenoble  
Many international travels

Salary: According to profile and experience  
Basic wage, variable bonus, health insurance, luncheon vouchers and profit-sharing

Applications (resume and cover letter) should be addressed by mail at [recrutement@xenocs.com](mailto:recrutement@xenocs.com).