

3D Systems Belgium is looking for a

FIELD SERVICE ENGINEER

ABOUT 3D Systems Belgium

3D Systems Belgium, formerly LayerWise, is a dynamic and leading enterprise, specialized in 3D Printing of metal components. 3D Systems Belgium is part of the international company 3D Systems.

3D Systems is a renowned developer of 3D-printers and a contract manufacturer of 3D printed parts. The synergy of both activities makes us a strong innovation partner for customers in the industrial and healthcare sector.

We believe in a culture of open communication, supporting each other and the value of trust & respect for the individual.

JOB DESCRIPTION

We are looking for a Field Service Engineer to join our team, primarily responsible for the installation and maintenance of internal machine installed bases at 3D Systems locations in Leuven (BE) and Budel (NL). The role will also include installation and maintenance of end customer machine bases when the primary duties allow, covering a geographical area that includes Western Europe and North Africa.

RESPONSIBILITIES

- **Machine Installation:** Work closely with facility and project managers to install new equipment, following best practices and ensuring that each machine is set up properly and ready for operation.
- **Preventative Maintenance:** Schedule and perform regular preventative maintenance routines to minimize machine breakdowns.
- **Troubleshooting & Repair:** Prioritize tasks to reduce machine unavailability. Diagnose and repair defective machines, ensuring minimal disruption to operations. Order necessary spare parts as part of the repair process.
- **Service Reporting:** Create detailed customer-facing service reports using our customer management system, documenting actions taken and any pending issues that need to be addressed.
- **Product Enhancement:** Share valuable field service insights with the technical support team to enhance product quality and improve working instructions based on your hands-on experience.
- **Customer Visits:** Organize and manage your own customer visits based on the information provided in the customer management system, ensuring a smooth service delivery (customer notifications, tool preparation, spare parts tracking, etc.).

PROFILE

- Electrical/Mechanical degree (Bachelor) with at least 5 years of relevant experience.
- Fluent in English, both written and spoken.
- Good communication and reporting skills, with the ability to effectively relay information to customers and internal teams.
- Must be autonomous, with the creativity to solve complex issues in a timely and efficient manner.
- IT skills. (Microsoft 365 and general IT skills)
- **Customer-Facing Experience** on an international scale, ideally in a technical support or field service capacity.
- Familiarity with 3D printing technologies is a bonus.

WE OFFER

- A challenging job in a young and dynamic team.
- A competitive salary and additional non-statutory benefits.
- Career opportunities in a global company with exponential growth.

INTERESTED?

Please send your resume and motivation mail in English to BelgiumCareers@3dsystems.com