

# Service/Field Service & Commissioning Engineer - Computer Vision

## Description

Industrial Physics is a multicultural company, with a dynamic team and a young mentality. We offer our employees the freedom and opportunities to express themselves.

This is a unique chance to work with the world's most cutting-edge technology – and to make your personal contribution.

## Overview of the position

Industrial Physics is looking for a talented and motivated **Service/Field Service & Commissioning Engineer - Computer Vision**. You will be responsible for creating and testing the systems and putting them into operation. Primarily in the Benelux and Europe, but also Asia and America.

Activities include tasks such as setting up and testing systems and carrying out FAT. In addition to repairs, trainings, and installing the systems.

You are prepared to travel. Our clients are primarily active in the food/packaging industries.

## Location:

Almere, the Netherlands

## What will you be doing?

- Carrying out/supervising installations at the client. Resolving potential issues arising in this regard.
- Finding the right setting for software parameters, lighting, and camera for inspecting the client's products.
- Testing and validating the system prior to delivery.
- Providing training at the client on using the system.
- Providing support to clients when using the systems.  
This might be advice on settings and resolving failures with both hardware and software.  
This might be on site, and sometimes remotely.
- Indicating adjustments and enhancements so as to optimize the start-up process.
- Responsible for proper communication between the client and the company.
- Dealing with the administration of activities and tickets received.
- The intention is to collaborate in a failure/support service (for customers with a special service contract)

## Basic qualifications

- You have completed intermediate vocational or higher professional education in the field of mechatronics, electronics, or ICT.
- You have preferably gained experience in a service environment.
- Flexible and solution-oriented attitude
- Passion for advanced devices
- Driver's license and SCC certificate
- Highly organized and an eye for detail
- Creative, analytical, and motivated
- Must hold a passport and be prepared to travel internationally.
- Knowledge of Computer Vision, cameras, PC hardware, and mechanics.

- You are flexible, stress-resistant, enterprising, and offer service with a smile
- Able to work both alone and in a team.
- Due to the international nature, spoken and written English is also essential.
- Preferably bilingual. Applicants with a different first language are also asked to respond.

If you have no relevant work experience, we will train you.  
What is more important are enthusiasm and dedication..

This means that if you still lack experience at the outset, the focus is primarily on hardware installation.

Other activities will be performed under supervision; you are then our hands and eyes on site is necessary.

#### **Some of the activities you can expect;**

- Offering exceptional client service
- Clear and professional interaction with clients
- Collaborating closely with clients to ensure that the device operates within the expected tolerances
- Performing machine diagnosis on site and remotely to quickly identify the cause of failures
- Collaborating closely with product and application teams for technical assistance, and provide them with:

diagnostic feedback, product enhancements, and quality-defect analysis

- At times using visual indications remotely, computer programs, and diagnostic tools to diagnose the machine problems, and supervising the client's corrective actions
- Using electrical and electronic knowledge to resolve issues
- Using the company's repair manuals and work orders to assist with repairs and diagnoses
- Cleaning, replacing, or installing components to keep machines and devices operating smoothly
- Assembling, installing, and aligning devices if necessary
- Carefully conducting compliance-based services, including calibrations, installation categorization, operational categorization, and performance categorization, according to the standards specified and standard operation procedures
- Interface met cross-functional work teams sales, marketing, applications, quality, engineering, production, etc.
- Where necessary, provides on-site training to clients for operating, routine maintenance, and machine validation
- Assisting other Field Service Technicians if necessary
- Actively participating in factory-product training and developing technical service skills if required for demonstrating skill with success
- Submitting organized and useful service reports for every repair assignment
- Helping to develop or adjust existing technical documentation
- Working as required with minimal supervision in accordance with all safety requirements
- Must be physically fit and able to lift heavy loads

#### **What you can count on**

We offer a varied, full-time position at a rapidly growing and ambitious company. You will work in an informal atmosphere within a dynamic team with active and committed colleagues. You will have a fixed-term contract with the prospect of becoming permanent. We of course offer a good salary, with the possibility to increase. The secondary terms of employment are excellent, regular, and joint lunch buffet, drinks, trainings, etc.

#### **Are you interested?**

Send your cover letter and resume to IP Inks & Coatings B.V.

[jobs-ic@industrialphysics.com](mailto:jobs-ic@industrialphysics.com)