



To set-up and build customer data sets within the Klaes software from technical specifications, install effectively on site - providing ongoing support as required. The role involves travel throughout the UK and Ireland, with some visits to head office in Germany. Competitive package with an exciting and innovative company.

Technical Software & Support Engineer

Horst Klaes GmbH & Co.KG. Klaes is the worldwide No.1 software system for window, door, curtain wall and conservatory manufacturers. Our name as market leader continues to grow with more than 190 employees in Germany and across the World. You can be a member of our dynamic team as well and enjoy our extraordinary company culture.



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Key Duties:

- The role is based from our Klaes UK offices in Yorkshire, with both on and off site activities
- Specifications - working with the customer and our sales team, create and build detailed technical specifications of the customers product range, including gaining a basic understanding of the customers IT platform & infrastructure
- Configuration of data - to set up and create customer-specific data within the Klaes software system in accordance with the agreed specification
- Installation - to effectively install the Klaes software and customer data at the customers site, including working with our supply-partners to integrate the Klaes system data with computer controlled machinery as required - gaining customer approval on completion of installation
- Training - to provide basic user training to the customer following/during installation
- Technical Support - to provide ongoing technical support to the customer both on and off site as required.

Key Competencies:

- Organisation skills - a structured and systematic approach to projects and tasks - able to prioritise effectively - thorough and attentive to detail
- Communication skills - effective communicator at all levels / professional at all times
- Proactive - driven, with a 'can-do' attitude to resolving issues
- Team worker - effective at self-managing and flexible to be able to work as part of a team, both within Klaes business and with extended supply-partners

Experience & Technical Skills:

- Proficient and experienced in IT and software
- Manufacturing industry experience (specifically, window and door manufacturing) is advantageous, but not essential
- Advantageous if candidate has some general knowledge of: - TCP/IP protocol; installing & administering Windows XP up to Windows Server 2008 R2; Microsoft Windows Terminal Server; administering Microsoft SQL Server 2005 and higher; installing hardware components; Microsoft Office applications