

## Field Engineer Key Account Germany (DACH: Germany, Austria, Switzerland) (m/f/d)

**Location:** Hitachi Industrial Equipment Systems Europe GmbH

**Work Model:** Remote, approximately 30% working from home and 70% travel

Hitachi is a global leader in social innovation, developing sustainable solutions for industry, energy, and infrastructure. With innovative technologies and a strong focus on customer orientation, we help companies improve their productivity, efficiency, and competitiveness. More than 280,000 employees worldwide work every day to develop solutions that make a positive contribution to the economy, society, and the environment.

Our Industrial Components & Equipment Group in Europe works closely with sales partners and direct customers, providing technical solutions and services for industrial applications in an international B2B environment.

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### Your Role

To strengthen our team and achieve our ambitious goals, we are expanding our Industrial Components & Equipment Direct Sales Key Account Group by hiring a **Field Engineer Key Account Germany (DACH: Germany, Austria, Switzerland) (m/f/d)**

### Key Responsibilities

- Installation and commissioning of Hitachi Coding & Marking solutions at designated key accounts within the direct sales organization in the DACH region
  - Carrying out maintenance and servicing work on Hitachi Coding & Marking solutions at key accounts managed by the direct sales organization in the DACH region
  - Performing repairs at customer sites or in the workshop
  - Communicating and coordinating with the customer's technical contacts
  - Working closely with Sales, Pre-Sales, and Project Management, as well as supporting product trials and demonstrations
  - Conducting customer training sessions either on-site or at the Düsseldorf office
  - Supporting the service hotline for direct customers
  - Building and maintaining customer relationships as a technical point of contact by providing excellent customer service and proactive communication, as well as generating cross-selling leads
  - Supporting the achievement of company objectives through the sale of Hitachi maintenance contracts and services
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## Your Profile

- High willingness to travel within Germany and, occasionally, in the A-CH region (more than 70% of working time).
  - Ability to work independently and take responsibility, with a structured and organized approach to work
  - Highly motivated and able to work effectively as part of a team
  - Strong service and customer orientation
  - Knowledge of Coding & Marking technologies, including Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Coding, camera systems, and customized software solutions is desirable but not required.
  - Fluent in English; German at native-speaker level, both spoken and written.
  - Good IT skills, including standard Microsoft Office applications and commonly used control systems in production environments
  - Relevant technical background, preferably in electronics, electrical engineering, or mechanics relevant vocational training.
  - 3 years of experience in the same or a similar Customer Service role, preferably within a sales- and service-oriented company dealing with technical capital equipment. Outstanding graduates may also be considered.
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## What We Offer

- Hybrid work model with approximately 30% working from home and 70% travel.
  - The option to buy and sell vacation days
  - EGYM Wellpass membership
  - Discounts on e-bike rentals
  - Company pension scheme / occupational pension plan
  - Company car
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## Our Values

With Japanese roots over 100 years, our culture is grounded in the **Hitachi Spirit**:

- **Wa** – Harmony, Trust, Respect
- **Makoto** – Sincerity, Fairness, Honesty, Integrity
- **Kaitakusha-Seishin** – Pioneering Spirit, Challenge

**Diversity, Equity & Inclusion** are core values for us. We promote equal opportunities, respect diversity, and encourage applications from people of all backgrounds and identities.

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## Apply now

We look forward to receiving your application including your CV, relevant certificates, your earliest possible start date, and salary expectations at: [hr-hies@hitachi-ies.com](mailto:hr-hies@hitachi-ies.com).