HITACHI

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.

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.

What We Offer

- Hybrid work model with approximately 30% working from home and 70% travel.
- The option to buy and sell vacation days and floating days
- EGYM Wellpass membership
- Business Bike
- Company pension scheme / occupational pension plan
- Company car for private use

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.

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.