



ITW is a Fortune 200 company with global operations. The company's innovative products and customized solutions can be found in even the most remote corners of the world. ITW employs more than 45,000 people and is headquartered in Glenview, Illinois.

As part of the ITW Group, ITW Welding has a global presence in more than 57 countries, including the Miller® brand, the market leader in arc welding and cutting equipment. We have strong brands and a complete product portfolio that includes welding equipment, filler metals, heat pre-treatment and post-treatment equipment, and accessories. This enables us to meet the needs of our professional dealers and demanding end customers.

## After Sales Technician - France

(all genders)

To strengthen our European after sales team, we are looking for an experienced Technician (all genders) for welding equipment. You will provide technical support, service, and advice for Miller welding products to customers, distributors, and internal teams in France and other French-speaking regions working closely with the French Sales Team and European Technical Team. You will play a key role in ensuring outstanding customer satisfaction and developing a robust service network.

### YOUR RESPONSIBILITIES:

- Provide technical support in the pre-sales process by advising and assisting customers and distributors on equipment configurations and solutions and representing our value propositions
- Installation, commissioning and testing of welding machines for direct customers and key distributors
- Guiding partners and customers through equipment setups, safety principles, machine operations and resolution of technical issues
- Provide troubleshooting and repair support for welding equipment, including diagnosing and resolving electrical and mechanical issues – both by phone and onsite at distributors and customers
- Give internal and external trainings
- Develop and manage the service network aligned with ITW Europe's service strategy including evaluation of service partners to ensure high-quality repair and customer support
- Coordinate warranty claims and complex repairs by liaising with ITW Europe's central warehouse
- Maintain technical documentation and sales materials

### YOUR PROFILE:

- Technical education with proficiency in TIG/ MIG welding and repair of welding machines, with a strong understanding of materials and consumables
- Experience with electrical systems with the ability to obtain a safety certification for power equipment
- Strong troubleshooting skills for resolving equipment issues both onsite and remotely
- Very good communication skills with an effective approach for engaging with diverse audiences, including welders, technicians, foremen and management
- Disciplined, motivated and team-oriented mindset with good organization skills and an independent working style
- Fluent in French, good in English language
- Flexibility for frequent travel within France and occasionally to other French-speaking regions

**With us, you will benefit equally from the advantages of a large international company and the charm of medium-sized structures. With flat hierarchies, short communication channels and local decision-making freedom, you will take on real responsibility and find a family culture, a hands-on mentality and a strong team spirit at all levels.**

**Become part of our team and accompany us on our growth path!**

**E: [apply.EAR@ITWwelding.com](mailto:apply.EAR@ITWwelding.com)**