



# Application Engineer, Textile

## About our client

The company, founded in 1852, is the world's leading provider of industrial machine needles, precision parts and fine tools, as well as systems and services for the production and joining of textile fabrics. All around the world, the products and services support the textile processes of knitting and warp knitting, weaving, felting, tufting, carding and sewing. Company offers its customers a comprehensive partnership – without boundaries and on site in over 150 countries. Numerous sales affiliates and sales partners complement the international presence.

The company employs more than 8,800 people and had a turnover of € 740 million in 2017.

## Job description

- Placement of application-specific know-how to support development of new products
- Collaboration in development projects
- Technical support to the sales department at handling technical customer inquiries: joint actions at customers, technical consultation in terms of company products, application topics, knitting machinery
- Process technical complaints in coordination with sales department
- Troubleshooting and deduction of measures
- Implementation, supervision and analysis of field tests: introduction, monitoring, documentation
- Conception and execution of professional trainings for the sales department and for customers
- Author technical training material or media always in cooperation with HQ (approval)
- Functional responsibility for transnational tasks and activities
- All calls on customers have to be coordinated with corresponding sales management
- Support sales staff in processing of product inquiries (TNT forms)
- If applicable service at local exhibitions: install and supervise exhibits, technical advice to sales team and customers
- Ensure accurate recording of all technical issues in IVR
- According to individual assignment measure cylinders and to create cylinder sketches accordingly

## Requirements

- University or College degree holder
- Study in textile/ mechanical engineering or comparative professional experience in the area of textile technology with focus on knitting
- At least 3 years of experience of technical engineering would be an advantage
- Practical working experience in a knitting mill or as a machine builder
- Interests in new textile technologies, new textile/ knitting machinery and market trends
- Proven ability to solve problems in a stressful environment
- Highly motivated team player
- Excellent verbal and written English and Chinese language skills
- Proven ability to solve problems in at time stressful environment
- At times work long and socially unacceptable hours
- Experience using MS office (Excel, PowerPoint, Word)
- Extensive travel within China and abroad



## Other information

**Location:** Shanghai

**Reports to:** Managing Director

**Contact:** For inquires and to apply, please contact [career@growhr.com](mailto:career@growhr.com). Mark your application with *Application Engineer, Textile*