

Sontex is a successful and expanding SME in the field of metrology with headquarters in the Biel region. For more than 30 years we have been developing, producing and selling devices for the precise metering of energy consumption. We thus support our customers in the efficient use of resources and in saving energy. Our national and international customers are active in the field of building technology and building automation. To assist our technical support, we are looking for a

### **Customer & Sales Support Engineer (m/f)**

#### **Your responsibilities**

- Technical support of our customers and sales team for thermal heat meters, heat cost allocators, radio and system technology including associated software
- Training of our sales team, partners and major customers
- Assistance with the introduction of new products
- Creation of test cases in cooperation with the development team, the project manager and the customers
- Setting up test facilities as well as carrying out and documenting functional and performance tests
- Analysis of errors and feedback to the development department
- Supervision of the technical hotline
- Create and update product documentation
- Close cooperation with product management, sales and development

#### **Your profile**

- Technician HF or engineer FH with several years of professional experience in building services engineering, automation or similar areas
- Joy of customer contact
- Native German or French speaking with good knowledge of the language and good English (minimum B2 level)
- Willingness to travel internationally (approx. 20 - 40%)
- Service-oriented and resilient personality
- Independent and solution-oriented way of working
- High quality standards

#### **What we offer**

A collegial team awaits you that wants to achieve a lot with you. It accompanies you closely during the comprehensive introduction to the topic. International markets, constant growth and innovative products offer you a wide range of tasks. For further questions please contact **Mr. Hanspeter Hadorn, Head Products & Support at +41 32 488 30 00.**

Have we aroused your interest?

We look forward to receiving your complete application with photo exclusively by e-mail

to: [human.resources@sontex.ch](mailto:human.resources@sontex.ch)



**SONTEX SA**  
Mme Meral Kaya, CHRO

Rue de la Gare 27  
Phone +41 32 488 30 00

CH2605 Sonceboz  
[human.resources@sontex.ch](mailto:human.resources@sontex.ch)