Job Title

Technical Customer Support

About Polyga

Polyga is a manufacturer of 3D scanners and 3D measurement software. We build structured light 3D scanners and software that meet complex 3D imaging requirements. Our line of 3D scanners and scanning software are a trusted brand of 3D imaging solutions used worldwide for a variety of industrial applications. We're looking for others to join us who share this passion.

Job Summary

3D Scanning can be a complex topic, and you will be providing technical support to our customers. You should be able to assist customers in getting our products working on their computer systems, answer technical questions and present customer focused solutions in a friendly manner. Over time, you will become an expert in both Polyga's hardware and software products.

The candidate will assist in sales demonstrations and in creating customer support material. As most of our customers have never seen or used a 3D scanner before, we need you to help show them what our products do and explain to them how they work.

In addition, you will assist in general office IT, test and pack customer orders. Every customer order is a little bit unique and we need someone who has an eye for detail to ensure that the product successfully meets specifications and customer expectations.

The ideal candidate should be comfortable with the latest technology trends with excellent customer service skills and the desire to learn. As part of a small team, you're ready to jump right in to doing a little bit of everything.

Responsibilities and Duties

- Develop and maintain an expert knowledge of Polyga's hardware and software
- Provide technical support for global clients via email, online meetings and phone
- Strong people skills and a knack for problem solving
- Ability to maintain composure and customer focus while troubleshooting and solving technical issues.
- Assist in providing product demonstrations in person or over the Web

- Create written documentation, instructional videos and case studies.
- Creating sample data and case studies
- Order packing and shipping

Requirements
- Experience in supporting CAD /CAM software, 3d scanners, or 3D printers
- Diploma in Information Technology (or similar education)

We thank all applicants for their interest; however, only short-listed candidates will be contacted.