

**Technical Support Engineer - Brno**

We are currently looking for a new team member - **Technical Support Engineer** – to join our Honeywell team in Brno. Your focus will be assisting our EMEA customers and being the first point of contact regarding our **Personal Protective Equipment** product range. You will be part of customer-facing organization-Global Technical Support team, responsible for driving world-class customer experience. This role is a key link between the customers and R&D teams, providing for a stable position with dynamic tasks and learning opportunities. Stable and supportive team will ensure you are provided with what you need to succeed in the role and grow your career within an industry leading organization.

We have been innovating for more than 100 years and now we're creating what's next. Our programs serve a global community and our hometowns too. We provide resources and financial support to causes around the world and encourage employee volunteerism. We are committed to the highest standard in everything we do!

**Key responsibilities:**

- Addresses Transactional technical queries related to operational & maintenance of products
- Diagnostics, troubleshooting, analysis, and resolution of support issues
- Highly end customer facing over phone, chat & e-mail
- Kaizen/operational improvements
- Create/update Knowledge Base & reliant on documentation
- Tech co-mentorship for peers
- Multi-language support
- Required Regional support
- Project participation (A3)

**Key requirements:**

- Bachelor's degree in the engineering or natural sciences segment (e.g., Chemistry), with a strong preference for profiles with Mechanical Engineering background .
- Minimum 1 year of experience working in a customer-oriented role, with a chance to consider fresh graduates who have worked in customer facing roles during their studies.
- Advanced level of English, written and spoken, is a must-have, with a strong preference for advanced proficiency in one or more of the following languages: German, Spanish, French, and/or Italian.
- Team player, with a self-driven, stress-resistant personality.
- Previous experience with troubleshooting technical issues is preferred.

**We Offer:**

- Market-specific training and ongoing personal and professional development with support of experienced leaders
- Extra-week of holiday, semi-flexible working hours

- Benefit portfolio including meal allowance, pension insurance, Benefit Plus Cafeteria program, discounted phone tariff, Multisport card for free or discounted access to sports and leisure facilities, global partnership and discounts and more

We are an equal opportunity employer and value diversity at our company. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform crucial job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.

**Join a team recognized for leadership, innovation, and diversity!**

To apply for the role please follow the link below or contact [radovan.sevic@honeywell.com](mailto:radovan.sevic@honeywell.com) :

<https://careers.honeywell.com/cz/cz/job/HRD228819/Technical-Support-Engineer>