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Technical Service Engineer (Field)

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Company: Eastman

Location: Dubai

Category: healthcare-practitioners-and-technical

The Role

This position is for Performance Films business unit within Advanced Materials group of Eastman Chemical Company. Performance Films is a leading manufacturer and marketer of high performance window films and paint protection films that provide technology driven solutions for automotive and architectural end markets. Performance Films has the industryâs strongest brand portfolio, well-recognized by channel partners and end consumers, consisting of LLumar, SunTek & V-KOOL, Huper Optik and iQue.

This position will be responsible for the description application services supporting

Eastmanâs paint protection film (PPF) and window film products (with a focus on PPF).

This person will be part of Eastmanâs technical services team for the Europe Middle East and

Africa (EMEA), including India, region. They will support customers and growth opportunities across the EMEA region, collaborating closely with colleagues in the UK, the region, and globally.

The Application Technologistill report to the Chnical Services Group Leader, EMEA.

This position is based in Dubai. However, candidates from other countries are welcome to apply, provided they are willing to relocate to Dubai starting from day 1.

Key Responsibilities

Plan and deliver**installation training**(from Eastman training center, or at customer premises as required at locations within the EMEA region).

Paint protection film installation training

Automotive and architectural window film installation training (depending on desired experience & skills) *

Maintain training centre.

Plan and deliversite-based application support as required across the EMEA region.

Demonstrating or presenting Eastmanâs film products regarding to how products are installed to support new and existing business with window film distributors and dealers, as well as automotive OEMs or dealerships.

Technical support

Support EMEA sales team and customers in relation to technical questions (such as installation and quality)

Contribute to new, and share existing, technical information (such as e.g., technical datasheets, warranty documents, testing, technical bulletins)

Experience and Skills needed

Paint Protection Film (PPF) fitment expertise

Automotive window film fitment expertise

Architectural window film fitment expertise

Experience delivering technical training.

Experience delivering technical support and/or solving technical issues such as identifying quality defects in window films or identifying film issues that may lead to installer difficulties.

Cutting software experience.

Technical window film knowledge (performance data names and meanings, such as g-value, Solar properties, Visible Light properties, etc., and general knowledge of how window films are constructed)

Experience managing own workload.

Experience with automotive OEMs

Experience delivering services in travel focused role.

*Candidates are not expected to offer all the desired experience and are likely to each have different strengths. Training may be provided for missing experience / skills. In some cases, the role will be adjusted if some desired skills are not available from the desired candidate.

Required Profile

Results focused.

Ability to collaborate with wider team.

Ability to follow agreed best practices work methods.

Able to learn new skills.

Flexibility to meet deadlines.

Ability to work under pressure.

Excellent problem-solving capabilities.

Detail oriented

Proficient in Windows, Word, PowerPoint, and Excel

Ability to manage own workload.

Location and Travel

The role will require the delivery of training and services from Eastman training centers, and travel to customer locations across the EMEA region.

Applicants will be considered on a case-by-case basis for suitability of a home office contract. If home based, regular travel to the nearest training center will be required, in addition to UK and international travel requirements.

Travel requirement: Approximately 60% travel (+20% if based on home office).

Interested

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