

Technical Service Support Engineer

KHS is a subsidiary of Salzgitter AG. As one of the world's leading manufacturers of filling and packaging systems for beverages and liquid food we are a world-class player. Our customers have trusted in our passionate pioneering spirit and first-class technologies for over 150 years. However, we can only remain world class if we continue to find new employees who make just as high demands of themselves and the quality of their work as our customers make of us at KHS. Are you one of them?

Location: Johannesburg | Gauteng | Südafrika

Your Tasks

- Prepare spare parts, modification, conversion, and upgrade offers.
- Calculate and cost modifications and conversion projects.
- Facilitate line modernisations, upgrades, and format-dependent conversions.
- Maintain spare and wear part identification in Bills of Material (BOMs).
- Maintain discontinued and obsolete components, part numbers, and related databases.
- Identify and assign modification and upgrade opportunities to existing equipment.
- Prepare overhaul offers for machines manufactured prior to 2000.
- Create and maintain standard material numbers for modifications.
- Liaise with customers regarding obsolete parts, conversions, upgrades, and line optimisation opportunities.
- Conduct customer presentations and technical meetings, both online and on-site.
- Manage conversion and upgrade projects, including planning, progress tracking, snag-list management, and customer handover.
- Monitor project costs and provide accurate system costing and invoicing.
- Coordinate with internal sales, service, and aftermarket teams to ensure successful project execution.
- Follow up and report on open conversion and modification orders.
- Utilise SAP B1, SAP S/4HANA, and KHS systems to support daily operations.
- Drive continuous improvement within the work environment and business processes.

Your Qualifications

- Minimum 5 years' experience in technical support, aftermarket sales, conversions, upgrades, or parts sales within the packaging equipment industry.
- Experience with high-speed packaging equipment, including bottling, filling, canning, labelling, or packaging lines.
- Experience with BOMs, obsolete parts management, and modification projects.
- Experience managing customer-facing technical projects.
- Knowledge of parts ordering, freight, and clearing processes.
- Experience with SAP B1, SAP S/4HANA, and related systems.

Benefits

- Innovative and international working environment
- Challenging and diversified job
- Working in a highly motivated team
- Strong company group
- Attractive remuneration
- Social benefits

In order to ensure our success in the future, too, we need first-class employees – and we also have plenty to offer them.

Contact:

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