

JOB DESCRIPTION

Organization: Heidelberg Malaysia Sdn Bhd
Designation: Prepress Specialist
Location: Malaysia

Desired Profile:

1. Candidate with IT, Multimedia or Graphic Arts background specialised in Prepress Software Applications from Printing industry is preferred.
2. Should have experience of 6 to 10 years in Prepress Software Installation, trouble shooting, consulting, conducting training, IT and networking knowledge and customer support.
3. Understanding of Prepress, Press and Postpress workflow is necessary.
4. Printing process knowledge will be an added advantage.
5. Should have excellent Orientation/Training skills and impart software application knowledge to the Customers.
6. Excellent business communication in English is essential, willing to travel extensively across Malaysia/Abroad
7. Expertise in Logical, analytical solutions and troubleshooting.
8. Interpersonal and networking skills are highly preferred to collaborate with other Sales and Service Team.
9. Time Management and demonstration of interpersonal skills would be desired.

Responsibilities:

1. Overall responsible for Prepress Software (Prinect/ProMan) installation, training, trouble-shooting support.
2. Technical support for selling Print workflow Software (Prinect/ProMan)
3. Manage the entire software workflow product portfolio and support solution selling approach to customers.
4. Maintaining and increasing knowledge of market development as well as customers' situation in order to give detailed insights to the Sales team
5. Participate in Software application training programmes being organized by Head Quarters to upgrade/update latest software versions and further disseminate the technical knowledge to the Prepress Engineers.
6. Ensure customer satisfaction by demonstrating and explaining all the features of the application to the Customers
7. Closely work as a Team with Prepress Hardware Engineers and share timely necessary information to support the customers for their end to end requirements.
8. Seek necessary feedback from all the stakeholders and improve performance as a best team player.
9. Periodically prepare and submit MIS reports on installation planning and implementation.
10. Understand and implement necessary cost savings and focus on profitability