



Flexibility	★	★	★	★	★
Communication	★	★	★	★	★
Obstinance	★	★	★	★	★

**Committed and with passion for precision we create digital reality solutions combining sensor, software, and autonomous technologies to empower a sustainable future.**

The **Technical Support Level 2 for BLK product line** based in **Stuttgart** will be responsible for providing technical advice on our various BLK products to not only customers, but also colleagues from 1st level support and developing solutions for challenging technical issues. You will work with 1st and 3rd level support, along with product management, to provide the well-known high-level Leica Geosystems customer experience.

## Technical Support Specialist (f/m/d) for BLK Product Line

Stuttgart  100%

### This appeals to you

- International support level 2 for users of hardware and corresponding software of BLK product line
- Close cooperation with regional support and sales teams as well as product management
- Understanding customer requests and ensuring positive customer experience
- Identifying and recreating reoccurring, systematic or complex problems
- Developing and sharing workflow solutions and technical documentation
- Documentation and monitoring of customer cases and knowledgebase (CRM)
- Testing our products and giving feedback on technical test results to the product developer team
- Technical training

### This is you

- Degree in Geomatics, Optical or Mechanical Engineering or similar technical domain
- Passion for customer service and a sense of responsibility for the customer experience
- Good technical understanding and interest in laser scanning technology and software
- Ability to research and gather technical information across multiple tools
- Solution-oriented, keep a cool head when dealing with complex tasks
- Willingness to get involved in technical problem solving.
- Talent for actively listening to people, quickly grasping concerns and dealing with different types of communication
- Ability to communicate clearly and establish and maintain rewarding relationships

- Native or fluent English. German, French or other languages beneficial

## We offer you

- A permanent position in a growing and technically demanding industry
- Varied and independent tasks with a high degree of creative freedom and autonomy
- Multicultural and team-oriented environment with a flat management structure
- Well-connected office (Schelmenwasen)
- Hybrid work culture with up to 3 days of home office
- Company pension scheme in the form of an employer-funded support fund and a subsidized direct insurance
- Employer-funded accident insurance
- Training and courses with Udemey
- Monthly tax-free benefits or corporate fitness with Urban Sports
- 30 days of vacation, with Christmas and New Year's Eve additionally off

## About Us

Hexagon is a leading provider of digital reality solutions and employs more than 22,000 people in 50 countries. You will be part of a strong, experienced, inspiring and motivated team of experts driving the future of Hexagon. You will use and develop your skills in our highly innovative and diverse environment. Flexible working models allow you to ideally combine work and private interests.

## Contact

If you have any questions, please do not hesitate to contact [Kinga Racibor](#), Talent Acquisition Specialist.

[APPLY NOW](#)

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**HEXAGON**

*Leica*  
Geosystems