

# BUGATTI

## AFTER SALES TECHNICAL SUPPORT EXPERT (H/F/D) – BG-VK/T



**Contract** : permanent contract (CDI)

**Location** : Molsheim, France

### REQUIREMENTS

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- Advanced degree in automotive engineering
- More than 3 years of professional experience in a technical After Sales and/or research and development (R&D) environment

### SKILLS

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- Technical knowledge of internal combustion engine and/or electric vehicles
- Very good knowledge of French and English, a third language is a plus
- Experience in technical analysis in an automotive environment and continuous improvement
- Knowledge of automotive diagnostics and technical analysis tools
- Team spirit and communication skills
- Ability to analyze, describe and guide repairs
- Experience in mechanical design
- Very good command of MS Excel

### TASKS

Dealer support :

- Manage level 1 or level 1 and 2 dealer support
- Carry out diagnostics, analysis and reports on the causes of breakdowns directly or remotely
- Contribute to the development of Bugatti's technical knowledge database
- Manage field reports
- Present customer problems to the quality department in order to initiate additional analyses and monitor corrective actions
- Contribute to the implementation of corrective actions in the field worldwide (e.g. maintenance actions, recalls, Technical Product Information, etc.)
- Provide internal and external After-Sales technical training
- Administrate IT systems specific to the After Sales Department

Documentation and new projects:

- Participate in the preparation, translation and distribution of technical and non-technical After Sales documentation, in compliance with the legal requirements of the concerned countries
- Participate in all stages of the development of Bugatti-specific workshop tools for mechanical and electronic requirements
- Interact with R&D to integrate customer feedback and After-Sales needs into the development of new vehicles
- Monitor technological developments: diagnostic systems and After Sales tools

Apply with your CV and your cover letter stating the above position to [recruiting@bugatti.com](mailto:recruiting@bugatti.com)