



TECHNICAL SUPPORT ENGINEER / SUPPORT DESIGNER (FULL TIME, REMOTE) (M / F)

Company

FRABA is a group of enterprises focused on providing advanced products for the motion control and industrial automation market. With subsidiaries in Heerlen/ The Netherlands, Aachen and Cologne/ Germany, Slubice/ Poland, Hamilton NJ/ USA, Singapore and Shanghai FRABA is offering global support to its customers worldwide.

Competence

It is our philosophy to offer a challenging yet rewarding work environment for every employee of our team. Total information, dynamic development, competence, and fair sharing are our values. Initiative, ideas, knowledge, energy, and risk taking are our drivers and everybody who has them has the right to make decisions. At FRABA, leadership is not depending on education or hierarchy, but on knowledge and performance of each individual.

As **Technical Support Engineer** you will become part of our global team. The role is based in Mexico and intended for B2B / independent contractor cooperation model.

Your field of responsibility will be:

Responsibility

- ❯ Act as the primary technical contact for internal and external customers, ensuring timely and high-quality support
- ❯ Handle and resolve technical support requests related to products (rotary encoders, inclinometers and internal production equipment)
- ❯ Build, maintain and continuously improve structured products knowledge documentation to ensure scalability and consistency of support
- ❯ Design and implement processes, tools and workflows that enable an effective product support infrastructure
- ❯ Monitor and analyze product support KPI's, identify trends and drive corrective and preventive actions
- ❯ Participate in product development projects to create and maintain product knowledge and support documentation

If you have the initiative, knowledge, information, energy, and courage to make a decision, we urge you to do so. At FRABA everybody has the chance to become a leader. It is up to you to take your chance.

Requirements

It is our philosophy to hire talented individuals who are willing to learn and develop their skills, not specialized know-how. As an applicant you should fit into the following profile:

- ❯ Bachelor's degree (or equivalent) in engineering, Electronics, Mechanical Engineering, Industrial Automation or related fields
- ❯ Strong communication and collaboration skills, with the ability to interact effectively with customers and internal teams
- ❯ Structured, analytical and solution-oriented working style
- ❯ Fluent English (written and spoken), German is a plus but not required



- ❯ Availability to support customers across American time zones
- ❯ Hand-on experience with industrial communication interfaces such as EtherNet/IP, J1939, IO-Link or similar protocols
- ❯ Ability to read and understand 2D/2D CAD drawings and electronic schematics
- ❯ Experience with industrial sensors, controllers, wiring and related engineering tools
- ❯ Exposure to product knowledge management, documentation or technical content creation
- ❯ Familiarity with digital support tools, such as ticketing systems, knowledge bases or data visualization software

What we offer

- ❯ Collaboration with an international working environment, supporting customers and teams across multiple regions
- ❯ Flexible working hours, with alignment to U.S. Central Time, allowing autonomy in organizing your workday
- ❯ Participation in interesting and diverse international projects
- ❯ A professional, open and collaborative company culture focused on initiative, trust and continuous improvement

Please submit your application to the following email address: recruiting@fraba.com.

Please include your CV and supporting documents into your application. We look forward to hearing from you!

Personal Data Processing Notice (Mexico):

By submitting your application, you acknowledge and consent to the processing of your personal data for recruitment and selection purposes, in accordance with the Mexican Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP).

Data Controller: FRABA BV, Jan Campertstraat 9, 6416 SG Heerlen, The Netherlands.

Purpose of Processing: Your personal data will be processed solely for purposes related to the recruitment and selection process.

Data Retention: Your data will be retained only for the duration of the recruitment process and, if consent is granted, for a maximum period of 6 months thereafter.

Data Subject Rights (ARCO): You have the right to Access, Rectify, Cancel, or Oppose the processing of your personal data (ARCO rights), as well as to revoke your consent at any time.

Requests related to personal data protection may be sent to:

dataprotection@fraba.com