

## Hungarian Speaking Engineer, Technical Support

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Company: Rockwell Automation

Location: Katowice

Category: computer-and-mathematical

Rockwell Automation is a global technology leader focused on helping the world's manufacturers be more productive, sustainable, and agile. With more than 28,000 employees who make the world better every day, we know we have something special. Behind our customers - amazing companies that help feed the world, provide life-saving medicine on a global scale, and focus on clean water and green mobility - our people are energized problem solvers that take pride in how the work we do changes the world for the better. We welcome all makers, forward thinkers, and problem solvers who are looking for a place to do their best work. And if that's you we would love to have you join us!

### Job Description

**Hungarian Speaking Engineer, Technical Support** is a role in our Technical Support Center located in Katowice, Poland.

We provide remote technical support to Rockwell Automation customers around the world. 200 engineers communicate with customers in 20 languages. This particular role is focused on providing support for Hungarian-speaking customers. We work in hybrid mode from our office located in Katowice, Poland, from Monday to Friday from 8-16 or 9-17.

**On this role you will report to Team Leader located in Katowice.**

### Responsibilities:

support for customers and distributors in solving technical problems related to Rockwell Automation products via telephone (80%), chat/email (20%), simulation and analysis of issues reported by users in the laboratory,

documenting technical solutions and best practices,

cooperation with technical teams and customer service,

continuous learning in the area of Rockwell Automation products and technologies.

**Requirements:**

problem solving skills with the capability of research and identification of the right information.

preferable graduates of IT / Automation / Electronics or ~1 years of experience in automation control systems programming and implementation,

knowledge of industrial controllers,

knowledge of industrial communication protocols,

knowledge/experience in computer network configuration,

ability to use technical documentation,

**very good written and spoken English,**

**very good written and spoken Hungarian,**

ability to work effectively in stressful situations and under time pressure,

ability to set priorities.

**Our benefits:**

Life insurance.

Private medical care.

Edenred LunchPass Card.

Funding on the MyBenefit platform.

Annual bonus.

Christmas and holiday allowance from the Company Social Benefits Fund.

Co-financing for training.

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