

Digital Solutions Technical Analyst

Descrição da função

Responsible for supporting the sales team and monitoring active customers based on ContiConnect system usage reports. Profile creation of customers and access users. Preparation of visit reports. Be a multiplier of knowledge of Continental tools both internally and externally.

Provide technical support to the entire customer base nationwide, both fleet and resale. Internally support technically the business of digital solutions such as: creating users, generating customer performance reports, monitoring monthly fees and charges, following the visit guidance prepared by the supervisor.

Customer guidance, through monitoring ContiConnect. Be familiar with the system to support customer and sales team demands. Monitor client development and, as a consequence, prepare and send technical reports with instructions for best practices.

Provide theoretical and practical training to the fleet and dealership management team, upon requests from the sales team.

Installation of equipment in vehicles and/or garage or truck center. Defining the best location and positioning of equipment, to guarantee functionality. Electrical understanding of how to route the cabling of system parts.

Issuance of warranty reports, through analysis of products claimed by the customer.

Collection of data on the performance of Continental products and competition in the market to assist Engineering and Customer Service, with the purpose of product improvement

Requisitos

- Complete high school
- Higher education (completed or in progress)
- Intermediate computer knowledge
- Knowledge of office softwares - Intermediate
- Knowledge of vehicle electrical and electronics - Basic
- Technical knowledge of cargo tires in the fleet (DOT/Tire ID/CPK/Scrap analysis) - Basic
- Experience with customers (internal and external)
- English - Differential

O que oferecemos



Identificação da vaga
REF71867F

Local
Jundiaí

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental do Brasil Produtos Automotivos Ltda.

- Availability for national travel

Pronto para dirigir com a Continental? Dê o primeiro passo e preencha o formulário online.

Quem somos

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.