



## Automotive Diagnostics Specialist (Level 2 Support)

**Workplace:** , Bucharest

**Apply online!**

### What to expect:

- You will provide Level 2 support for the repair of vehicles around the world.
- Troubleshoot automotive diagnostics and IT problems.
- You will oversee business coordination between Level 1, 2 and 3
- Escalate unresolved Level 2 incidents to Level 3
- Monitor the processing of incident files including hard points and proposed solutions, escalated incidents, type and frequency, an alert indicator.
- Prepare incident capitalization file, incident summary documents.
- Use of specific IT systems to identify, troubleshoot and fix computerized diagnostic problems.
- Identifies anomalies in the functioning of equipment and operating systems and develops solutions to eliminate them.
- Provides technical assistance and advice to users on how to use computer systems.
- Ensures that the operating system and installed programs are kept up to date.

### What you bring along:

- Completed studies in automotive engineering or similar.
- Expertise in customer technical support and after-sales assistance,
- Familiar with After-sales engineering, diagnosis, maintenance, repair, Spare parts, repair methods / labor time, vehicle engineering processes, engines, gearboxes and PWT.
- **2-4 years expertise in the fields of diagnostics** (electronic systems) and automotive repair, as well as with the associated tools
- **Good knowledge of either English or French language**, second language is a plus.
- Proficient digital competences, able to understand and adapt quickly to new software.

With more than 50 facilities in Europe, the Bertrandt Group has been providing development solutions for the international automotive and aircraft industry since 1974. Every day, more than 12 000 employees guarantee extensive know - how and support our client (Manufacturer and OEM) with management, design and industrialization solutions.

Bertrandt Romania offers you opportunities in the automotive sector (body in white, interior and exterior, layout, powertrain, and electronics). Moreover, we are also present in interdisciplinary field such as project management, quality management, supply chain/industrialization and validations

#### What we offer:



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Job



Bonuses



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work



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