https://www.artemys.be/job/field-service-representative-frequency-drives/

Field Service Representative – Frequency Drives [CLOSED]

Hiring organization
Artemys

Employment Type
Full-time

Duration of employment
Unspecified

Industry
Industrial Automation

Job Location
Flemish Region, Belgium

Date posted
26 August 2025

Valid through
05.12.2025

Description

On behalf of our client, a leading international manufacturer of electrical products and provider of associated services, we are looking for a **Field Service Representative – Frequency Drives**, a specialist in the complete range of frequency drives and soft starters that integrate seamlessly into various factory applications and infrastructures worldwide, who will contribute to their impact on energy savings, increased productivity, and innovation.

Location: Flemish Region

Responsibilities

As a **Field Service Representative – Frequency Drives (Frequentieregelaars)**, you will be working with the complete range of frequency drives and soft starters that integrate seamlessly into various factory applications and infrastructures, in diverse technical and technological environments.

You will serve as the primary point of contact and a trusted support line for the clients. You will tackle technical issues, and that will be part of your journey, helping you expand your expertise and grow your skill set. You will have the opportunity to work independently, in a dynamic, fast-paced environment with a practical mindset and a client-oriented focus.

And most importantly, you will be continuously trained, both through numerous online courses and on the job.

Key responsibilities:

• Attend and follow multiple training sessions designed to help you gradually assume and perform your tasks within your hands-on role as a field technician
• At the same time, continuously upskill in order to be able to provide technical support and educate clients on products and services offered
• Develop and maintain a broad understanding of the company's product and service offering
• Perform installation, inspection, troubleshooting, and repairs across the frequency drives and soft starters range, including assistance and commissioning of frequency converters
• Perform preventive, curative, and corrective maintenance on the equipment
• Work on the "revamping" projects (upgrades, renovations, and software upgrades/implementation)
• Follow-up on returned products (technical and expertise report)
• Perform basic audits of clients' equipment and systems, as well as technical tests, adjustments, and diagnostics
• Perform your work independently or within a team, according to your level of experience; depending on the level of complexity of the intervention, you will always have the support of a product specialist or a more senior field specialist to help you upskill or assist in resolving a possible technical issue
• Work with clients from various sectors (machine builders, pharmaceuticals, food,

petrochemicals, steel, etc.)
• Provide clients with a detailed technical explanation and relevant technical support; advise them on best practices, new services, and upgrade opportunities, as well as on possible issues and ways to solve them efficiently
• Communicate regularly with the Planning Coordinator for the smooth execution of interventions
• Provide timely reports and perform administrative tasks as required
• When possible and depending on the client's needs, identify sales opportunities and submit them to sales teams
• Respect and implement all relevant quality and safety measures, policies and guidelines, always putting security first

Qualifications

Technical skills and experience:
• A relevant technical degree in industrial electromechanics (pref. engineer)
• Fluency in Dutch or French + good knowledge of English
• Experience in similar roles and technical knowledge in the field of automation and variable speed drives; experience with electric drives and troubleshooting is a strong asset
• Proficiency in the Microsoft Office suite, especially Outlook
• Ability to develop a deep and analytical understanding of clients' business and needs

Other competencies and qualities:
• Strong communication skills, over the phone/in-person/in writing, at all levels
• Strong problem-solving skills
• Analytical, client-focused, and decisive
• Ability to work independently and as part of a team
• Proactive, responsible, and open-minded personality, with a passion for technology, automation, and teamwork
• Intense focus on your personal and professional development – technically curious person and a proactive and fast learner with a willingness to find your own path of learning

Job Benefits

• A full-time employment contract
• A full and competitive compensation package with a range of advantages: fixed salary, annual bonus, group and hospitalisation insurances, company car, monthly fixed expenses, meal vouchers…
• Flexible home working option
• Continuous technical help and support from your colleagues, technical specialists
• Continuous learning and development opportunities (access to internal L&D programs, learning on the spot, training sessions) and access to the internal mobility program