



A career at COPA-DATA

COPA-DATA is an independent software manufacturer to combine in-depth experience in automation with the new possibilities of digital transformation – reliable, future-proof and operating worldwide. We develop software for industrial and energy automation that makes our customers' lives easier. As a dynamic, successful corporation we are continually growing and expanding our team in **Barcelona**. We're looking for a:

Technical Consultant (f/m/d)

COPA-DATA Iberica Barcelona

Reporting to the Managing Director and working closely with the Technical, Sales and Marketing team as well as being an integral part of our global Consulting Team, you will be responsible for pre and post sales Technical Support activities.

You:

You must have an inherent curiosity, self-awareness and drive to learn, understand and positively improve yourself and our customer's experience as part of a small and ambitious team. Only positive, open and inclusive attitudes work well here.

Your tasks:

- ▶ Customer Support for all COPA-DATA products via email, phone, web and onsite
- ▶ Assisting COPA-DATA Sales Team with sales pursuits at client sites
- ▶ Technical training of clients using COPA-DATA presentations
- ▶ Delivery of technical workshops
- ▶ Ad-hoc consultancy assignments
- ▶ Technical appraisals and presentations
- ▶ Proof of concept and demo application design
- ▶ Initiate, manage and collaborate input from appropriate group departments i.e. Sales, Customer Services, Training
- ▶ Production of technical proposals
- ▶ Input into RFIs, ITTs, RFPs, RFQs etc.
- ▶ Participation in marketing events where necessary to raise market awareness
- ▶ Take a proactive part in our Global Service Alliance

Required Skills, Knowledge and Characteristics:

Essential

- ▶ Degree qualified (Computer Science or Engineering related degree)
- ▶ Dynamic go-getter, pro-active in approach to everything you do with a positive can-do attitude
- ▶ Team Player with ability to quickly build rapport
- ▶ Keen interest in technology and problem solving
- ▶ Effective communication skills with the ability to build strong relationships, lead client discussions and engage at a technical level
- ▶ Excellent attention to detail, with a quality focus and completes tasks/maintains records in a thorough manner
- ▶ **Languages:** Spanish (must), English. Knowledge of Portuguese, Catalan or German would be an asset



visit us at:



Ing. Punzenberger COPA-DATA Iberica S.L.
Rambla Catalunya 66 4-F, 08007 Barcelona
tel: +34 (931) 184 759 · www.copadata.com





Desirable

- ▶ Experience with Industrial Automation, PLCs, HMI and SCADA or final year project based on software/control
- ▶ Experience in providing excellent customer support
- ▶ Technical skills or interest in PLCs, HMI and SCADA, networking and communications, programming, IIoT, Digitalization
- ▶ Driving License and ability to travel to trade shows if required

Personal Qualities:

- ▶ Takes personal responsibility for his/her work
- ▶ Excellent IT skills
- ▶ Excellent interpersonal, written and verbal communication skills
- ▶ Excellent problem solving and troubleshooting skills
- ▶ Excellent self-organization (plan, implement, reflect, improve)
- ▶ Comfortable dealing with ambiguity in a technical setting
- ▶ Ability to be flexible and to be able to multi-task and prioritize a varied workload
- ▶ Shows initiative and identifies areas of improvement
- ▶ Enjoys working as part of a team and flexible to provide cover for colleagues as require
- ▶ Possesses sound judgment skills and is comfortable challenging the 'status quo'
- ▶ Ability and desire to learn new things

What you can expect:

You'll work in a family-owned company with over 30 years of experience in the software development industry. Flexible working hours, a friendly workplace and a high level of appreciation ensure a productive environment. Flat hierarchies allow for short decision-making routes. You're part of an internationally-oriented team that is responsible for the managing and further development of COPA-DATA's global sales network. Internal communication is strengthened through regular team events. In-house training courses provide you with the required knowledge about zenon. In addition, there is the opportunity for extensive further learning on current topics and an own company pension scheme.

Are you interested in providing an essential contribution to gaining new markets and customers as well as cultivating relationships with existing contacts? Then contact Francisco Ortiz Muñoz now at francisco.ortiz@copadata.com.



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