

SYNOVA SA Innovative Laser Systems

“Where others see impossibilities,
we see solutions”



Headquartered in Ecublens near Lausanne, Synova is the pioneer of a revolutionary hybrid laser processing technology – Laser MicroJet®. Synova provides state-of-the-art high precision material processing in the semiconductor industry as well as for emerging applications in the electronics, MEMS, solar cell, flat panel display and medical industries.

To support Synova’s exciting growth, we are looking for a

Customer Service Manager

In this position based in Ecublens you will:

- Manage the installation and after sales processes, activities and resources for our machines on a worldwide basis.
- Lead the field service employees to achieve superior service levels
- Assign and coordinate the internal and external resources for service interventions
- Provide technical assistance to our customers and lead issues resolutions
- Organize and provide customer training within and outside the company
- Develop and maintain performance standards for the service process to ensure customer satisfaction

For this position, we are looking for candidates with the following profile:

- Engineering background with an excellent knowledge of capital equipment servicing
- Several years of experience in a similar position
- Energetic, demanding with strong interpersonal skills
- Planning and organization expertise
- Strong communications skills in English, French and possibly German
- Excellent problem solving skills

Do you want to join our fast-growing, innovative and progressive company? If you feel that you have the qualities to make an effective contribution, please apply now:

SYNOVA SA

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