



After-Sales Technician

About us

Centiel is a Swiss-based technology company that designs, manufactures, and delivers industry-leading power protection solutions for critical infrastructure. Our best-in-class, energy-efficient UPS systems ensure maximum availability and reliability, developed by the pioneers of the first transformerless UPS and the world's first modular three-phase UPS.

With a presence in over 80 countries, more than 90 partners, and nine subsidiaries worldwide, Centiel's rapidly expanding network provides first-class power protection solutions globally.

To support our growth and strengthen our team, we are now looking for a highly motivated After Sales Technician to join our dynamic and innovative organisation.

Note: In line with our strategic growth, we are proactively collecting applications for this position as part of a forward-looking recruiting initiative. This means we are evaluating candidate profiles today to anticipate future hiring needs aligned with our development plans.

Who are we looking for

To support our growth and strengthen our After-Sales department, we are seeking a motivated and skilled after-sales technician with a strong technical background and a customer-centric mindset.

- Workplace: Cadro (Lugano), Switzerland
- Reporting to: After Sales Manager

Role purpose

The selected candidate will provide technical support to customers after product delivery, ensuring efficient maintenance, repair, and training services both remotely and on-site.

The role requires excellent problem-solving skills, autonomy, and willingness to travel (approx. 30%).

Key responsibilities

- Provide remote troubleshooting and technical assistance
- Perform on-site installations, maintenance, and repairs
- Deliver technical training to customers
- Maintain clear service records and documentation
- Support factory witness tests with clients
- Collaborate with R&D and engineering teams for issue resolution
- Manage spare parts and inventory
- Identify recurring issues and propose product improvements
- Foster strong customer relationships and ensure satisfaction

Qualifications & experience

- Technical education in electrical or electronic engineering
- Proven experience in power electronics and UPS/inverter systems
- Field service experience (installation, commissioning, and repair)
- Proficient in the use of measuring tools (e.g. oscilloscope, multimeter)
- Fluent in English (minimum B2 certified); German is a plus
- Ability to read and understand technical documentation and schematics

Skills & competencies

- Strong diagnostic and problem-solving skills
- Effective communication and stress management
- Ability to work independently and manage priorities
- Customer-oriented mindset
- Willingness to travel up to 30%
- Support for work-life balance and wellbeing

Company values

- Safety. Integrity. Respect. Teamwork
- Own it – act with urgency
- Foster a customer-first mindset
- Lead by example – drive continuous improvement
- Think big and execute

Expected results in the first 6–12 months

- Take ownership of remote support for assigned customers
- Deliver technical product training
- Manage factory witness tests independently
- Install, commission, and service the full product range

Contract details

- Permanent full-time contract (100%)
- Starting date: TBD

What we offer

- Competitive salary aligned with responsibilities
- High degree of autonomy and trust
- Inclusive and dynamic work environment
- Free parking, showers, and locker rooms
- Close to public transport and nature trails

Expected results in the first 6–12 months

- Successfully manage and deliver at least two key technical projects
- Implement effective communication routines with stakeholders
- Enhance speed and quality in project execution, aligned with customer satisfaction

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- Close to public transport and nature trails
- Support for work-life balance and wellbeing

If you identify with this role and are interested in joining us, please send your application, indicating "Technical Project Manager" in the subject line, and include your CV and relevant certificates to:

hr@hq.centiel.com