



Placement Opportunity

Undergraduate (BA) student: ☒

Graduate (MA) student: ☒

Reference:	Siemens – Customer Success Engineer
Company Name:	Siemens Digital Industries Software
Company Type: (Startup/Mature/...)	High tech, Manufacturing
Location: (full address)	Siemens Industry Software Ltd. 2, Negev St. / P.O. Box 1013 Airport City 7019900
Duration of stay: (min 2, max 6 months)	5-6 months

Company Description:

Siemens Digital Industries Software (DI SW) is a business unit of Siemens AG, a German multinational conglomerate corporation and the largest industrial manufacturing company in Europe. Siemens DI SW is driving transformation to enable a digital enterprise where engineering, manufacturing, and electronics design meet tomorrow. Our solutions help companies of all sizes create and leverage digital twins that provide organizations with new insights, opportunities, and levels of automation to drive innovation. For more information, please visit <http://sw.siemens.com>.

AMN website: <https://additive-manufacturing-network.sws.siemens.com>

Who is a [Customer Success Engineer](#)?

Just like the name suggests, the customer success engineers look into the technical deployment and implementation of the particular product or service to the customer. It again depends on the nature of the product, its maturity in the market, and its complexities that require the CSE to delve into the customer's needs.

AMN Customer Success Engineer

Job Description and Tasks:

- Develop, deliver, and measure customer onboarding
- Customer Success strategy for customers and partners
- Monitoring and risk analysis of customers use cases
- Feed back R&D and support engineers with customer's work flows
- Develop and follow Customer Success plays
- Automation of onboarding, knowledge base and training
- Market research & assessment, assist in outreach activities
- Customer success campaigns, surveys, and follow-up with participants

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Essential Requirements:

- Highly motivated team player
- Ability to work independently, search through information and learn quickly
- Excellent communication skills in English, including content authoring
- Ability to work with customers and complex scenarios
- Good technology understanding, and preferably education and/or work experience in technology
- companies, especially software.
- Knowledge about industrial manufacturing, especially additive manufacturing, is an advantage

Remuneration Details:

Due to visa regulations a salary is not allowed.

Siemens will cover lunch and local transportation.