

SERVICE & ENGINEERING

Service Team Lead (m/f/d) – Mechatronics & Electronics

Technically strong, ready for responsibility – and a role that grows with you

Herten, Germany

Full-time

as soon as possible



You are technically strong, want to take on responsibility and are looking for a role that can grow with you? Then this could be your next career step.

We are not looking for a manager who only organises and delegates. We are looking for a technically skilled doer with leadership potential who develops our technical service together with a small team. You work hands-on, take responsibility for people, technology and results – and get the chance to turn a small team into a professional, growing service unit.

— Your mission

Our measuring devices and systems monitor demanding industrial processes. The requirements for availability, reliability and technical service are correspondingly high. As a hands-on service team lead you take technical and organisational responsibility for our service team.

You do not just coordinate – you can do it yourself. You analyse technical problems, develop solutions and support your team where it gets demanding. At the same time you think ahead: how do we make our service faster, more digital, more efficient and more scalable?

— What you drive: technology & service

- ✓ Diagnosis and systematic analysis of technical faults
- ✓ Maintenance, repair and testing of our electronic and mechatronic measuring systems
- ✓ Commissioning and technical support of devices and systems
- ✓ Handling particularly demanding service cases
- ✓ Technical support for our customers
- ✓ Analysis of recurring fault patterns
- ✓ Working with development and production on continuous product improvement

— Team & leadership

- ✓ Technical and organisational leadership of an initially small service team
- ✓ Planning, prioritising and assigning tasks
- ✓ Supporting and developing your team members
- ✓ Ensuring quality, punctuality and customer satisfaction

- ✓ Building clear responsibilities and efficient processes
- ✓ Later: helping to select, onboard and develop new team members

— Processes & digitalisation

- ✓ Developing our service processes
- ✓ Building meaningful service and quality KPIs
- ✓ Digitalising documentation and knowledge management
- ✓ Structured use of service and device data
- ✓ Using suitable AI tools for technical research, documentation, fault analysis and process optimisation
- ✓ Developing preventive, data-based service approaches

— Service as a future business area

We do not see service only as a repair function. Together with you we want to work out which new service and digital products can grow from our know-how and our data – such as digital diagnostics, remote services, maintenance concepts, data-based condition monitoring or new after-sales offers. You actively shape this area.

— Your profile – technical expertise meets leadership potential

You have completed technical vocational training, e.g. as a mechatronics technician or electronics technician for devices and systems or for automation – ideally with further training as a state-certified technician or master craftsman. Alternatively, a degree in electrical engineering, mechatronics, automation, measurement and control or process engineering. Your degree alone does not decide: what matters is that you truly understand technology, solve problems systematically and take responsibility.

- ✓ Practical experience in a technical environment, sound knowledge of electronics and/or mechatronics
- ✓ Strong initiative and drive to get things done
- ✓ A keen sense of quality, organisational talent and clear priorities
- ✓ Willingness to take responsibility and make decisions
- ✓ Reliable and respectful communication
- ✓ Customer focus and commercial thinking
- ✓ Willingness to work hands-on
- ✓ Openness to digitalisation and new technologies
- ✓ Good German and English
- ✓ First leadership experience is welcome but not required

— Leadership here means: competence, not titles

We are not looking for a classic department head. Your leadership grows from expertise, clarity, reliability and the ability to make decisions. When your team needs support, you are there. When a tough technical decision is due, you take responsibility. And when processes do not work, you do not wait for someone else to improve them.

We do not expect you to know everything already: you work closely with experienced managers and specialists and get direct access to extensive know-how in gas measurement, sensors, electronics and industrial process monitoring. We expect performance – and invest just as much in your development.

— AI & digitalisation are part of the toolkit

We are developing from a classic device manufacturer into a modern technology company. Digital and AI-based tools help you with fault analysis, research, documentation, knowledge management and evaluating service data. One rule applies: AI does not replace technical competence – it makes good technical competence more powerful.

— Your career path

This role is explicitly not meant to be a final stop. Length of service alone does not decide who gets more responsibility – what counts is performance, competence, willingness to take responsibility, leadership and results.

- ✓ Level 1 – Service team lead: lead a small team and work hands-on. Understand technology, assure quality, lead the team, improve processes.
- ✓ Level 2 – Head of technical service: as the business grows, responsibility for the entire technical service – people development, capacity planning, international service, KPIs, digital processes, new after-sales products.
- ✓ Level 3 – Head of production & service / technical operations: for an exceptionally strong performer, in the long run responsibility for production, service, technical processes, quality, resources and digitalisation.

— What we offer you

- ✓ A responsible technical key position with a clear development path
- ✓ Leadership experience with a manageable start
- ✓ Direct influence on technical quality and customer satisfaction
- ✓ Lots of freedom to shape things and direct work with technically experienced decision-makers
- ✓ Training in technology, digitalisation and leadership
- ✓ Attractive, performance-based pay
- ✓ Voluntary profit sharing
- ✓ Supplementary company health insurance
- ✓ Flexible structures and working hours
- ✓ Training and development – professional and personal
- ✓ Modern equipment, digital tools and AI training for everyone
- ✓ Flat hierarchies, quick decisions and room for your ideas
- ✓ Free parking with EV charging, good transport links and lots of green
- ✓ Good coffee, healthy snacks and team events
- ✓ A secure job in a forward-looking company

Today you are at the device with your team, solving a demanding technical problem. Tomorrow you develop the process so it is detected faster or avoided altogether. And in the long run you may lead the whole area. You do not have to be a finished manager yet – but you should aim to become one. We look forward to your application with salary expectations and possible start date.

— How to apply

Upload your CV, answer a few questions – you are done in about five minutes. No cover letter needed.

Scan the code or enter the address:

freseniusinstruments.com/about-us/career/service-team-lead/?lang=en

Questions? Write to personal@fresenius-ut.com



Last updated: 25 October 2026