

# Viking EMEA

## Where passion meets protection



### Foam Systems Technical Support Specialist, EMEA

At Viking, we believe our people are our greatest asset. As we continue to grow across EMEA, we are seeking a dynamic Technical Support Specialist to join our global team based in Europe. As a key player in our success, you'll be the technical backbone for our market leading Foam Systems product portfolio, supporting our EMEA based sales channels and customers.

The Technical Support Specialist retains the highest technical knowledge of the products in the Foam based fire protection system portfolio. They work with the internal sales channels served by Viking EMEA and have responsibility for several key activities for the portfolio's success on the market and for the reputation of Viking EMEA.

#### **Key responsibilities:**

- Provide advanced "Level 3" technical support, tackling the most complex issues
- Support colleagues and customers on projects with product and system solutions
- Deliver expert-level technical training to internal sales teams
- Contribute to product advancements and improvement
- Support tools development and deployment

#### **Who you are:**

- Deep technical knowledge of Foam-based fire protection systems, design and related technologies
- Experience in technical support and product training (Certified Product Trainer course will be an advantage)
- Strong problem-solving skills and attention to detail
- Excellent communication skills in English (additional languages are a plus)
- Experience of CAD and hydraulic calculations is beneficial
- We are also open to consider emerging talents with 3-5 years of commercial / support experience with Foam-based fire protection systems, design and related technologies

#### **Travelling and Reporting line:**

The role reports to the Foam Product Manager and involves some occasional travelling across EMEA. It may be an office or home-based work from one of Viking EMEA locations across Europe.

## Why Viking?

At Viking, we care about our people and their growth. By joining our team, you will:

- Make a real impact on employee development across EMEA
- Work in a collaborative, supportive, and international environment
- Contribute to a culture of learning, engagement, and high performance
- Have the chance to grow your own skills and career while helping others grow

**Join us and help Viking employees reach their full potential!**

### About us:

**Stable company:** for over **three decades**, our company has stood the test of time, weathering economic shifts, technological revolutions, and industry changes. We're not just stable; we're a ship that has sailed through storms and emerged stronger. Be part of a team that values tradition, experience, and unwavering commitment.

**Package:** we offer a **competitive compensation package** that recognizes your expertise and dedication. Plus, enjoy the added perk of **exciting work travel opportunities** that broaden your horizons and enrich your professional journey

**Great place to work:** we're not just a big company; we're a close-knit community that spans continents. As you contribute to impactful projects, you'll experience the best of both worlds: the resources and reach of a multinational structure combined with the warmth and support of a tight-knit family. **Grow your career** with us, collaborate across borders, and enjoy the **advantages** of a truly **inclusive and nurturing environment**. Apply now and become part of our extraordinary journey!

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.4 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.