



Summa – Application Knowledge Engineer

Key Responsibilities

Summa is a global leader in precision cutting solutions, with over 50 years of innovation and craftsmanship rooted in Belgium. From vinyl to laser to flatbed cutters, our technology powers professionals in Sign & Display, Packaging, Apparel, Textile, and beyond.

As part of our expansion plan, we want to reinforce our Sales Support team hence are looking for a motivated and detail-oriented **Application Knowledge Engineer**.

In this role, your main focus will be creating high-quality product usage content and collaterals that help customers, partners, and colleagues get the most out of our machines and software. You will also coordinate and deliver application trainings and provide the necessary application support when needed.

This job will be cross functional in which you will be closely working together with the application, service and marketing teams within the organisation and is ideal for someone who, has a passion for documentation and content creation, is skilled at translating technical concepts into clear, user-friendly materials and enjoys teaching.

Key Responsibilities

Content & Collateral Creation (40%)

Your core responsibility is to create and maintain best-in-class user-oriented content, in close collaboration with Marketing.

Activities include:

- Developing comprehensive how-to materials, including:
 - Written guides
 - Step-by-step documentation
 - Instructional videos
- Ensuring all content is well-structured, up-to-date, and aligned with product developments.
- Creating application-focused documentation for new product releases.
- Collaborating with RIP software vendors to develop detailed configuration guides for optimal use with Summa machines.
- Maintaining a clear and accessible content library for internal teams, dealers, and end users.

Training & Knowledge Sharing (40%)

- Act as training coordinator and instructor for:
 - Roll cutters
 - Flatbed cutters
 - Laser cutters
- Plan, develop, and deliver online and on-site trainings for customers, partners, and internal teams.
- Continuously improve training materials and adapt them based on feedback and product updates.
- Contribute to knowledge-sharing initiatives across the organisation.

Support (20%)

- Handle incoming questions and tickets related to applications and software.
- Manage general mailbox inquiries such as:
 - Demo planning
 - Benchmark requests
- Provide remote application support to customers and partners when necessary.

Your Profile

- Creative mindset for producing high-quality guides and videos.
- Organised, detail-oriented, and comfortable managing multiple tasks.
- Team player who enjoys cross-departmental collaboration.
- Proactive and eager to learn new tools, machines, and software.
- Strong interest in technology, machines, and software applications.
- Experience in training, support, documentation, or a similar technical role is a plus.
- Excellent communication and presentation skills.
- Ability to translate complex technical topics into simple, structured explanations.

Languages

- Dutch and English are required.
- French or Spanish is a strong plus.

What We Offer

- A varied and impactful role with a strong focus on content and training development.
- A stable office-based (Summa HQ Gistel, Belgium) position with limited travel.
- Room for creativity and ownership in documentation and media creation.
- Opportunities to grow into senior trainer or product expert roles.
- A collaborative team environment with strong cross-departmental support.
- Competitive salary and benefits package.

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