

## BenLink

BenLink is a technology start-up company that is improving the global food value chain. We provide professional services for industrial food production sites through a global digital platform, using smart real-time technologies to match service technicians and customers. Services provided to customers range from inspections and maintenance to repairs and spare parts as well as specific data-based services. Service technicians are digitally trained and enabled during the service execution in the field. We call them the 'BenLink Crowd'.

### Scope of the internship

In this exciting role you will identify, create and implement smart ways on how to prepare and train the BenLink crowd prior to service events. In addition, you will also be able to develop on-site support and digital enablement for the technicians. You will be creating digital trainings and supporting materials (incl. pictures, videos, guidelines, mobile app) for specific service cases, based on input from service experts and technicians. You will be part of our team in the brand-new global Innovation Center at Bühler, Uzwil (among other startup companies). In general, you will be working closely with our core team, the Bühler organization as well as the local countries where we are active today. Some international travel might be required.

### Main tasks:

#### Training concept and creation of digital content

- Produce and improve digital trainings for the identified standardized service cases (eLearnings, video tutorials, pictures, questionnaires, etc., potentially virtual reality)
- Further develop the BenLink training concept and enablement methodology
- Identify and explore innovative ways to create and apply training and field enablement materials for the technicians.
- Work with the Bühler service and training organization (as well as additional OEMs) to gather relevant machine know-how and service information and existing training material for the identified service cases.
- Create digital support material such as guidance, checklists, and documentation for the Crowd, and ensure implementation in the BenLink platform together with BenLink operations, IT and team.
- Together with IT develop concept and requirements for an automatized digital supporting method (for example through an APP).

#### Content management and processes

- Set up and manage trainings in the digital Learning Management System (LMS)
- Ensure the digital field support is implemented in the BenLink platform together with BenLink operations, IT and team
- Establish process descriptions for relevant BenLink processes

### **Education, skills and experience**

- Bachelor of Science in a technical field or in Business Administration
- Affinity to digital technologies and business models
- Strong conceptual thinking and analytical capabilities
- Demonstrated experience in working with trainings and/or creating training content
- Technical know-how and experience in the machinery industry is a nice to have
- Proficiency in German and English is a must, additional languages are a plus
- Ability to work independently and drive projects to conclusion
- MS office skills, knowledge of tools to create digital trainings is a plus

### **Mindset and attitude**

- Flexible and entrepreneurial mindset
- Strong team player
- Interest in the food production industry and in working in a multi-cultural environment
- Curiosity for new business models and affinity to digital technologies
- You show enthusiasm, commitment, creativity, and a positive attitude

### **Interested?**

Please get in contact with:

Simone Wendler, COO BenLink  
[Simone.Wendler@benlink.com](mailto:Simone.Wendler@benlink.com)