

JOB DESCRIPTION

Service Engineer

REQUIREMENT

- Education : Minimum Bachelor Degree in Science (Master degree in Science is Preferred)
- English : Fluent
- Computer and Software : Good knowledge of Microsoft package (Excel, Power point, word). Any knowledge of a programming language is a plus
- Experience : Familiar with Scientific Instrumentation

MAIN RESPONSIBILITY

The Field Service Engineer provides customer support, repair and testing of all instrumentation and performs field service calls and installations.

Installation & Service support:

- Responsible for the installation and getting the final acceptance from the customer.
- Responsible for the maintenance of the installed base
- Responsible for keeping the demo equipment fully operational.
- Provides customer service for all instrumentation
- Provides customer phone and e-mail support
- Performs field service for installations and repair.
- Trains customers on software and hardware of instrument.
- Installs upgrades.
- Handles in-house customer repairs.
- Promote service replacement parts, service contracts.
- Responsible for getting the installations tools

Quotations:

- Prepare quotations for service issue when system out of warranty
- Prepare quotations for parts and service contract

Communication:

- Make sure that the communication is clear and trustfully.
- Provide a report through CRM immediately after each visit...
- Share the report with other people
- Update the CRM customer data base after each visit
- Ensure that the customer received all the information he requested
- Report to the management any problems
- Write in English a trouble-shooting note for each solved problem

Training:

- Responsible for a proper training of the customer
- Responsible for being properly trained

Receivables & Finances:

- Responsible for getting the acceptance documents for final payment
- Provide help to the sales coordinator to collect the remaining fund.
- Responsible for cost reduction by optimizing travel itinerary, and time reduction for installation and repair

Other issues for Operation

- Participation on request to technical seminars or shows
- Provide all the necessary information to the sales coordinator to updated customer data base
- Provide all the necessary information to the sales coordinator to updated user list.
- Other duties as assigned.