

Engineer, Technical Services

Job Summary

The Engineer, Technical Service's responsibilities include performing installation, servicing, repairing, preventive maintenance, providing sales support, and reporting to the Manager, Technical Services. The Engineer and technical Service should be able to troubleshoot equipment, communicate effectively under pressure, and provide effective suggestions for improvement.

To be successful as an Engineer, Technical Service should demonstrate a sound understanding of engineering terminology and be able to work well in a team. Outstanding the Engineer, Technical Service are self-starters with an insatiable curiosity, a superb work ethic, and strong interpersonal skills.

General responsibilities

- Conduct after-sales service visits for equipment.
- Using various strategies and tools to provide effective solutions to customers' concerns.
- Communicating with clients, engineers, and other technicians to ensure that services are delivered effectively.
- Promptly following up on service requests and providing customer feedback.
- Monitoring equipment and machinery performance and developing preventative maintenance measures.
- Delivering demonstrations to ensure that customers are educated on safe and effective equipment use.
- Writing reports and presenting findings to Managers on a regular basis.
- Generate service income for service & maintenance contracts.

Qualifications

- Bachelor's Degree in Electronics or Electrical or Medical Engineering or related
- Excellent active listening and customer service skills.
- Good English communication ability.
- A willingness to learn and work overtime when required.
- Ability to collaborate Teamwork.
- A valid driver's license and willingness to travel.