



PR/108689 | Service Engineer - Robot background

Job Information

Recruiter

JAC Recruitment India

Job ID

1504765

Industry

Other (Trade)

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

November 19th, 2024 11:10

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location: Manesar

Position: Service Engineer

Key Accountabilities & Responsibilities

To attend service maintenance calls for all products viz, Robots and [Robodrill - VMC, Robocut - Wire EDM & Roboshot - Plastic Injection Molding Machine].

Provide technical support to customers, identifying and resolving customer challenges.

Provide routine service support in respective zone accounts to execute agreed upon customer system assurance and continuous improvement plans.

Develop strong relationships with the key stakeholders in the respective zone customers.

Engage in problem solving by performing system analysis, interpreting data, and providing recommendations to ensure customer operations are performing at optimal levels.

Follow up with the customers for pending payments. (Accounts Receivables)

Assist Sales team with market information on start-ups of new applications in both existing customers and in new accounts.

There will be travel within assigned sales territory (local & overnight).

Profile Expectation:

Diploma / BE/ B. Tech in Electrical/ Electronics/ Mechatronics Engineering with 60% above throughout academics.

Company Description