



## PR/092801 | Service Engineer (Testing Chamber products - Aerospace)

### Job Information

#### Recruiter

JAC Recruitment Vietnam Co., Ltd

#### Job ID

1505028

#### Industry

Other (Trade)

#### Job Type

Permanent Full-time

#### Location

Singapore

#### Salary

Negotiable, based on experience

#### Refreshed

November 19th, 2024 11:30

### 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

#### COMPANY OVERVIEW

Our client is an international leader in providing **Environmental Testing** solutions.

#### JOB RESPONSIBILITIES

We are seeking a dynamic and experienced Service Manager to join our team. The ideal candidate will have a strong technical background in environmental testing customer service. This role involves working closely with customers to understand their needs, providing technical support, and driving sales of our Environmental Testing solutions

- Lead and manage a team of service engineers to ensure high-quality technical support and service delivery.
- Develop and implement service policies, procedures, and standards to enhance service efficiency and customer satisfaction.
- Oversee the diagnosis, troubleshooting, and repair of equipment and systems on client sites.

- Conduct regular performance reviews and provide training and development opportunities for the service team.
- Coordinate the installation and commissioning of new equipment, ensuring adherence to standards and client specifications.
- Maintain accurate records of services performed and manage service documentation efficiently.
- Collaborate with the sales and technical teams to provide comprehensive support during the sales process and after-sales service.
- Address and resolve customer complaints and service issues promptly.
- Stay updated with the latest industry trends, technologies, and service techniques.
- Ensure compliance with health and safety regulations and company policies.

## **JOB REQUIREMENTS**

- **Experience:**
  - 5-7 years of experience as a service engineer, with a minimum of 1 year in a people management role.
- **Education:**
  - Graduate from a technical or engineering school.
- **Language Skills:**
  - Proficient in English and the local language.
- **Travel:**
  - Must be able to travel to client sites within 2 hours from Hanoi using their own car.

Interested candidates are invited to submit their resume and cover letter to **[bao.do@jac-recruitment.com](mailto:bao.do@jac-recruitment.com)**.

We look forward to hearing from you!

#LI-JACVN

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Company Description