



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

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1513441

Industry

Other (Trade)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

January 21st, 2025 16:00

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.

We look forward to hearing from you!

#LI-JACVN

#cityhn

Company Description