

MAE Alumni Job Opportunity Form**1. Position / Title****Closing date**

Robotics Technologist

[31 May 2020](#)**2. Key Duty / Responsibility**

The Technologist is the interface between the customer and LionsBot International for all technical and servicing issues arising from the deployment of our robots in the field. He/She will support onsite sales trials and demonstrations and be responsible for the training of end-users in the use of the robots.

3. Requirement / Qualification / Experience

- Recognized diploma in electrical, electronic or mechanical fields of study
- 1-2 years of relevant technical/engineering and customer service experience
- Prior experience in technical sales and/or technical sales (after sales) support role will be an advantage
- Resourceful and creative problem-solver
- Able to work independently
- Must be comfortable with customer-facing role
- Eager to learn, with a customer-centric approach

4. Duty / Responsibility

- Providing technical support for onsite sales trials and demonstrations
- Commissioning of robots on site with the creation of maps, establishment of cleaning zones as well as the functional calibrating and testing of the robots
- Training of and certifying customers/end-users in use of robots
- Providing technical services and troubleshooting support to all enquiries/faults encountered by the customers
- Collaborating with the Engineering and Production teams in troubleshooting and resolving of issues for robots on site as well as those that are returned to the factory
- Retaining subject matter expertise with the latest cleaning robot technology and advancement for enhancement of customer satisfaction.

5. Company information

Name of contact person	Mak Yee Phon
Designation	HR Manager
Contact email / Phone number	93634976 / 6595 4563
Company Name	LionsBot International Pte Ltd
Company address	11 Changi South Street 3, #03-02, Singapore 486122