

Technical Service Technician

KEY RESPONSIBILITIES

To provide technical service support and solutions for B2B Industrial.

1. Installation, after sales and preventive maintenance, trouble shooting of machines, analytical instrument and laboratory equipment.
2. Provide basic training and advice for the product knowledge and application to customers.
3. Diagnose and address on technical-related matters, and recommend solutions to customers.
4. Work closely with commercial sales team to provide excellence service to customers.
5. Responsive to emergency technical issues on a daily basis.
6. Prepare after service report and follow up, and setting up of SOP.
7. Recommend other related products and consumable to meet customer needs and requirements.
8. Assist warehouse matters and small-scale production.

REQUIREMENTS

- Polytechnic fresh graduate or 2-4 years working experience in related field.
- Knowledge of fundamental principles and methods in electrical and mechanical engineering.
- Knowledge of problem solving and analytical skills to resolve conflicts (technical and other); develop appropriate solutions from a number of complex options in planning and implementation.
- Good interpersonal skills and able to interface with all levels, internally and externally, in a professional and responsive manner.
- Ability to communication technical issues and solutions flow to customers, suppliers and sales persons verbally and written.

Interested applicants may apply with CV to hr@mahachem.com