

Service Engineer

PURPOSE

Executes technical support for sales activities, pre and after sales service to customers with proper solutions to fulfill customer satisfaction in order to maximize sales revenue and optimize distribution value.

ROLES & RESPONSIBILITIES

• Technical Service and Support

- Provides technical support for the activities of installation, testing, commissioning, repair, modifications, troubleshooting, engineering change upgrades, etc. along and during the projects.
- Supports sales team in pre and post sales activities in term of technical support including reviewing BOQ
- Designs electrical project for residential environments with the scope to general BOQ
- Handles fault call service and customers' claims from technical and administrative point of view
- Analyze and provide advice for customers' existing equipment status and recommended replacement schedules.
- Schedules according with partners, clients and sales team, preventive maintenance.
- Co-operates with QA department and Logistic department for product testing and replacement.
- Provides training on the job, products and services demonstration to partner or client.
- Uses company tools and procedure for troubleshooting, testing and maintenance.
- Produces technical presentations and demonstration.
- Be update in term of company products and competitor products present on market.
- Uses company tools to design and commissioning electrical project
- Updates and maintains service activity records with appropriate documentation and on company CRM
- Cooperates and follows up with sales team for project specification and project timing
- Collaborate with sales teams to understand customer requirements and to provide sales support.
- Manage multiple, simultaneous, and complex projects
- Seeks for feedback of products and services from customers to improve service activities and to propose better solutions to superior.
- Maintains contact and stay in touch with customers to provide proper service in timely manner
- Ensure the customer satisfaction with products and services of the company.

• Customer Management

- Develops and maintains positive relationship with new and existing customers
- Networks with customers' organization and maintains frequent contacts.
- Maintains regular meeting and review to build rapport with customers. Keeps providing updated product information with realistic cost and also assisting in identifying solutions to solve problems.
- Listens to customers, analyzes their need to develop strategies and plans by understanding the customers' structures processes, systems, business plan, key contacts and their competitors including their concerns, issues and problems
- Solves customers' problems by promptly responding to customers' request and/or providing quality solutions
- Resolves customer complaints by
 - o Investigate problems
 - o Develops solutions
 - o Monitors order services
 - o Regular meeting with team and follows up progress
 - o Makes recommendation to superior for the case beyond authority
- Ensure satisfactory service quality for customer by regularly following up
- Entertains as needed in accordance with company guidelines

- **Service Tools Handling**

- Updates and maintains records of associate service activity
- Regularly reviews and ensure up to date information of markets, customers and competitors.
- Regularly reviews and keep updating competitors' product information and market activities to monitor competition.
- Participates in market research and advises market situation.
- Keeps up to date product knowledge and applies new knowledge to the job including ensure the product knowledge and applying capability of the team.

- **Reporting Management**

- Monitors and keeps updating service record database, reviews and prepares regular periodical reports to keep superior informed
- Manages to ensure the completion and on time of status reports:
 - Service plan report
 - Customer Corrective Action Response report
 - Expense reports

JOB SPECIFICATIONS

- **Education Background**

- Bachelor's degree in Engineering, Sciences or related fields

- **Work Experience**

- At least 2-3 years' experience in design, installation, commissioning for electrical project.
- Experience with technical software like CAD, and CRM will be preferable.
- Experience with at least one of the following protocol KNX, SCADA, SCS, BACNET, MODBUS, LonWorks.
- Experience in handling products and/or customers in similar market and/or industry

- **Knowledge, Skills and Abilities Requirements**

- Knowledge in home automation systems or low voltage systems
- Knowledge of company and competitor's existing and planned products/ solutions and related standards including their respective strengths and weakness
- Knowledge on products and services solutions in the responsible areas and ability to identify its relation with related system, while having general knowledge in other products areas
- Ability to define a solution for customer requirements
- Ability to give an appropriate support to sales and satisfy customers' expectation.
- Good interpersonal, communication and presentation skills
- Analytical ability and good team player
- Detail and quality oriented
- Good command of spoken and written English
- Advanced Computer literacy in MS Office, Internet, E-mail.

Conditions

- Bangkok
- Thailand local contract

Interested candidates, please send application to
employment@francothaicc.com,
Only shortlisted candidates will be notified.