

Senior Electric Power Train Technical Support Engineer – China

Role:

To provide Electric Power Train (EPT) System technical support and application solutions to D&V customers.

Responsibilities:

- Responsible to provide EPT technical assistance, problem resolution and other technical & application support to D&V Customers, to include; warranty and after sales service
- Provide Installation and commissioning of new electric power train test systems, calibration and verification, and on-site maintenance/repair of EPT test systems
- Provide support and resolution support using D&V tools i.e. D&V ticketing system, telephone, email, and team viewer
- Responsible to research, diagnose, troubleshoot and identify solutions to resolve customer issues;
 - Follow standard procedures for proper escalation of unresolved issues
 - Provide prompt and accurate feedback to customers
 - Ensure all issues are properly logged
 - Document technical knowledge in the form of notes and articles
- Document, maintain and follow-up on all customer inquiries/issues; through the tracking system database
- Responsible for debugging, fault finding and root cause analysis of EPT prototype and EPT standard machines - to include system level testing and PLC programs; both in-house and at the customer's site.
- Create training materials and train customers in the use of company EPT products.
- Responsible to assist Project Managers on open issues on equipment, in-house and customer site, for F.A.T. (Factory Acceptance Tests) and closing issues for S.A.T. (Site Acceptance Tests)
- Validation and verification of EPT application performance, on new and existing D&V Products, as required
- Responsible to process, monitor and follow-up on completion of RMA's, as assigned

Education and Experience

- B.Sc. in Engineering
- Excellent written and oral communication skills; both in Chinese and English languages are required
- 5+ years' work experience in electric power train (EPT) test system technical and application solutions
- Proven experience with automotive electric motor, inverter, powertrain e-axle system testing technology
- Outstanding troubleshooting and diagnostic capabilities of electronic, electromechanical and electrical systems.
- Hands-on experience on Electric Power Train dynamometer testing is an asset
- PLC programming is a requirement; Beckhoff PLC programming experience is an asset
- Excellent customer service skills and relationship building
- Excellent problem solving and analytical skills
- Familiar with testing system architecture would be an asset
- Familiar with the GB safety standard in China
- Advanced knowledge of electronic circuit applications
- Advanced knowledge of computers and programming



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- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Familiarization with electrical automotive test systems, and electronics is an asset.
- Must be willing and able to travel to Asia and Canada
- Visa to Canada is an asset
- Must have a valid passport and driver's License