



Job Description: Senior Technical Engineer (India and SE Asia)

Purpose:

To provide technical support and application solutions for D&V customers, warranty and on-going support, and after sales service.

Responsibilities:

- Responsible for supporting customers by: ticketing system, telephone, email, team viewer and on site.
- Document, maintain and follow-up on all customer inquiries/issues; through the Tracking System database
- 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
- Assist in the debugging, fault finding and root cause analysis of prototype and standard machines - to include system level testing and PLC programs, in-house and at the customer's site.
- Create training materials and train customers in the use of company products.
- Installation and commissioning of new equipment
- Calibration and verification of testers
- Onsite maintenance/repair of testers
- 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 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
- Assists Sales team in follow-ups and joint customer visits.

Education / experience:

- 3-Years Diploma or Bachelors in Electrical or Electronics Engineering.
- Excellent written and oral communication skills
- 5+ years in a technical support role.
- Outstanding troubleshooting and diagnostic capabilities of electronic, electromechanical and electrical systems.
- Excellent customer service skills and relationship building
- Excellent problem solving and analytical skills
- Advanced knowledge of electronic circuit applications
- Advanced knowledge of computers and programming
- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Familiarization with automotive electromechanical systems and electronics would be an asset.
- Must be willing and able to travel within India and abroad.
- Must have a valid passport and driver's License