



D & V Electronics is a Manufacturer and Supplier of state-of-the-art test solutions for the Automotive and Aerospace Electric Vehicle Markets. Our Shanghai, China facility is currently looking for a Senior Technical Service Engineer – Power-HIL & Emulation systems to support out customer located in Taiwan. If your qualification and experience meet our need, we invite you to apply for the following position:

Title: Senior Technical Service Engineer – Power-HIL & Emulation systems (Taiwan) Ref 22-01

Purpose:

- This position will provide advanced technical, and applications support and leadership for Power-HIL/Emulation equipment test products. customer project management and on-site commissioning and training.
- Supports the business unit's growth objectives through providing advanced technical information and assistance to sales, distributors, and end customers.
- Serves as the key advisor and product advocate to provide solutions for the users

Role:

- Responsible to provide application solutions to D&V customers, support sales to develop business and customer in China market of electric power train system
- Responsible to provide Power-HIL/Emulation system 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 Power-HIL/Emulation systems, calibration and verification, and on-site maintenance/repair of Power-HIL and Emulation 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 Power-HIL/Emulation 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 RMAs, as assigned

Education and Experience:

- Bachelor's degree in engineering from an accredited institution. Advanced degree preferred.
- Minimum of 5 years' experience in a sales engineering/application engineering role supporting electrical products OR 7+ years of engineering experience designing electric motors for traction applications.
- Proficient with electric motor and rotating equipment testing.
- Advanced knowledge of inverter technology and testing
- Advanced knowledge of computers and programming; Virtual instrument programming and proven experience in NI Labview/Labwindows CVI/ Matlab Simulink etc. are an asset (+)
- Familiar with E-motor theory and software development of inverter of traction e-motor (+)
- Familiarization with electrical automotive test systems, and electronics is an asset.
- Familiar with testing system architecture would be an asset

- Experience testing electric powertrains and electrical power components at automotive OEM or Tier I highly desired.
- Experience with data acquisition and data analysis as pertains to testing, highly desired.
- Prior experience interacting with customers in a technical-commercial function.
- Ability to interact successfully with customers and seek out solutions to problems.
- On occasion act as a last line of defense in difficult customer situations.
- Ability to take the lead commercially with key customers and leverage other resources to close significant sales growth opportunities.
- 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 the industrial standards of EV in China and rest of Asia
- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Must be willing and able to travel to Asia and North America
- Visa to China mainland/US/Canada is an asset
- Must have a valid passport and driver's License

D & V Electronics values their employees. We encourage life-long learning and foster employee personal growth. If you're someone who enjoys working in a creative and innovative work environment, and would like to join our team, please submit your resume and covering letter to: careers@dvelectronics.com

We thank all applicants for their interest in our organization, however; only those selected for an interview will be contacted.