

Job Responsibilities:

- Able to work independently, executes timely for assigned works/projects in customer sites.
- Collaborate with the internal application/operation team to support customers onsite application-related issues to meet customer satisfaction.
- Execute on-site preparation for new equipment delivery, site readiness, tools installation and setup, SAT (site acceptance test) & post service support.
- Required hands-on and provide onsite customer service support not limited to machine installation, buy-off, training, response time, troubleshooting, machine uptime and maintenance as required to ensure company-associated equipment meets performance specifications of defined KPI.
- Good team player, working attitude and able to execute daily work assigned, addressing any concerns or issues promptly.
- Prepare and submit required service reports on work performed.
- Willing to travel domestic and international when needed.
- Willing to work extra hours per country labor law regulation.

Qualifications & Requirements:

- Possess minimum a Diploma in Mechatronic field with minimum 3-5 years of relevant working experience. (Opto-electronic/Photonic field will be added advantage).
- General electronics background, good mechanical and technical aptitude with the ability to read and interpret schematic diagrams, PLC & basic electronic component application.
- Good interpersonal with written and verbal communications skills (mainly in English – Additional language will be added advantage), and client-interfacing skills.
- Preferably candidate with field service experience and strong service mentality.
- Self-motivated, proactive, analytical, and with good technical problem-solving skills.
- Able to negotiate, manage conflicts and commit to meeting customer requirement schedules.
- Entrepreneur mindset. A good team player and able to work with the Internal and External team to deliver business results and meet customer service quality standards.

Perks and benefits

- Medical Allowance
- Transport Allowance
- OT Allowance
- 13th month salary
- Performance Bonus

Job location:

Penang, Malaysia (Travel abroad as required)

Hiring Contact:

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