

Customer Service Engineer (Thailand)

Job Responsibilities

- Execute assigned service activities independently and in a timely manner at customer sites throughout Thailand and the Asia-Pacific region.
- Collaborate closely with internal Application, Service, Engineering, Software, and Operations teams to resolve customer technical issues and ensure customer satisfaction.
- Support new equipment installation, commissioning, SAT (Site Acceptance Test), machine buy-off, customer training, preventive maintenance, upgrades, troubleshooting, and repair activities.
- Perform on-site preparation for machine delivery, site readiness assessment, utility verification, and equipment setup.
- Provide hands-on technical support for optical automation, photonics, laser welding, and semiconductor manufacturing equipment.
- Diagnose mechanical, electrical, software, vision, and motion control issues and implement corrective actions to minimize machine downtime.
- Prepare and submit service reports, installation reports, commissioning reports, and other required documentation in a timely manner.
- Support customer escalation handling and ensure agreed response times and service KPIs are achieved.
- Maintain a high level of professionalism and represent ficonTEC positively at customer sites.
- Support continuous improvement initiatives and contribute technical feedback to improve machine performance and service quality.
- Willingness to travel domestically and internationally when required.
- Willingness to work outside normal business hours when necessary to support customer operations.

Qualifications & Requirements

- Bachelor's Degree in Mechatronics, Mechanical Engineering, Electrical Engineering, Automation Engineering, Photonics, or a related technical field.
- Minimum 3–5 years of experience in field service, machine installation, commissioning, maintenance, or manufacturing equipment support.
- Experience in photonics, optoelectronics, semiconductor, automation, or precision manufacturing industries is an advantage.
- Strong mechanical, electrical, and troubleshooting skills.
- Ability to read and understand electrical schematics, pneumatic diagrams, technical drawings, and machine documentation.
- Knowledge of PLC systems, industrial automation, motion control, machine vision, and industrial networking is preferred.

- Good understanding of computer hardware, Windows operating systems, and industrial software environments.
- Strong analytical and problem-solving skills with a proactive service mindset.
- Excellent communication and interpersonal skills.
- Good command of spoken and written English.
- Ability to work independently while maintaining effective teamwork with local and international colleagues.
- Customer-focused, self-motivated, and capable of managing multiple priorities.
- Valid driving license is preferred.
- High willingness to travel globally.

Benefits

- Group Health Insurance
- Annual Health Check-up
- Transportation Allowance
- Mobile Phone Allowance
- Overtime Payment
- Performance Bonus
- Annual Salary Review
- Professional Development and Career Growth
- Overseas Business Travel Opportunities

Work Location

- Chonburi, Thailand

Application

- Please send your application, CV, and salary expectations to Thailand@ficonTEC.com