

Job Responsibilities:

- Able to work independently, define, assign and execute works/projects in customer sites.
- Able to diagnoses root causes of complex technical failures, makes critical decisions and handles escalations independently.
- Collaborate with the internal application/operation team to support customers onsite equipment, application-related issues, provide technical evaluation and improvements to meet customer satisfaction.
- Coordinate and communicate 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 mentor and player, coaching junior engineer, working attitude and able to work with minimal supervision, addressing any concerns or issues promptly.
- Prepare and submit detailed service reports on work performed focus on minimizing equipment downtime (OEE), perform full machine related root cause analysis and drive continuous improvement with customer.
- Identify upsell opportunities, service contract renewals, and equipment upgrades opportunity with customer.
- Willing to travel domestic and international when needed.
- Willing to work extra hours per country labor law regulation.

Qualifications & Requirements:

- Possess minimum a Bachelor Degree in Mechatronic field with minimum 8-10 years of relevant working experience. (Opto-electronic/Photonic field will be added advantage).
- General electronics background, strong mechanical and technical aptitude with the ability to read and interpret schematic diagrams, PLC and basic electronic/optics components application.
- Excellent interpersonal with strong 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 deep technical problem-solving skills.
- Able to negotiate, manage conflicts and commit to meeting customer requirement schedules.
- Resourceful, good self-management skills with the ability to work and complete the tasks to ensure customer satisfaction.
- 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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