

## **Customer Service Engineer (Ref: HRD-R003-09)**

### **Healthcare**

#### **Responsibilities:**

The successful candidate will maintain and install equipment in a professional and workmanlike manner in accordance with the company standards and directives and customer requirements. The primary responsibilities include:

- Performing installations, start ups, maintenance, repairs and updates of all products within his area of expertise and assisting with other products under supervision
- Maintaining customer satisfaction, in particular within the framework of Customer Services
- Communicating with the Uptime Service Centre, CS co-workers, sales other partners in his/her region and adhering to CS processes
- Ensuring that service escalation procedures are complied with and all customer requests, complaints and comments communicated are forwarded to the corresponding department for action
- Ensuring that all tools and test equipment issued are properly maintained and calibrated and all company assets issued are kept safe and secure at all times
- Maintaining and updating all forms of technical documentation, personal PC literacy
- Ensuring that all tasks are carried out to the highest possible standard of quality and customer satisfaction while observing national and local regulations and safety standards, as well as regional and Med CS guideline

#### **Requirements:**

Individuals who meet the following requirements or possess the equivalent combination of competence and experience are invited to apply:

- Degree holder in Electrical/ Electronic Engineering or related discipline
- Relevant working experience preferable
- Strong interpersonal and communication skills with ability to work independently
- Willing to travel and work under pressure
- Well-versed in all MS Office applications such as Word, Excel, PowerPoint, etc
- Proficient in both written and spoken English and Chinese