

Customer Service Engineer (Ref: HRD-R013-13)

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:

- Perform installations, start ups, maintenance, repairs and updates of all products within his/her area of expertise and assisting with other products under supervision.
- Communicating and accept all operative advices from the Uptime Service Center. Support the SERVOR Service process and ensure optimal performance in all process activities related to within his/her area of responsibility.
- Escalate incidents directly to the “Regional Support Center” (RSC) according to the defined parameters. Inform Uptime Service Center on all escalation issues and report any customer complaints with proper documentation to the USC.
- Ensure the proper use of tool & test equipment and report the usage on any related service report.
- Comply with national and local regulations and safety standards, as well as technical and operational guidelines from Siemens Healthcare.
- Maintain highest customer satisfaction, in particular within the framework of Siemens Healthcare, Customer Services.
- All responsibilities and jobs must be performed as cost-effectively as possible, taking profitability into account.

Requirements:

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

- Degree or Higher Diploma holder in Electrical/ Electronic Engineering or related discipline
- 3 years relevant working experience. Macau ID holder would be definite advantage.
- 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