



JAC Recruitment

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Indonesia

PR/122926 | Mechanical Engineering

Job Information

Recruiter[JAC Recruitment Indonesia](#)**Job ID**

1538140

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

May 1st, 2025 20:11

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Responsibilities:

- Provide technical support to the sales team during pre-sales activities, including answering technical inquiries, preparing technical proposals, and assisting with product demonstrations.
- Offer after-sales technical support to clients, including troubleshooting mechanical and operational issues via phone, email, or on-site visits when necessary.
- Diagnose and resolve mechanical faults, identify necessary repairs or replacements, and provide solutions to ensure optimal machine performance.
- Conduct training sessions for clients on the operation, maintenance, and basic troubleshooting of our filling machines.
- Collaborate with suppliers and manufacturers to stay updated on product developments, technical advancements, and potential issues.
- Assist with the installation and commissioning of filling machines at client sites, ensuring proper setup and

functionality.

- Provide feedback to the sales and management teams regarding product performance, customer feedback, and potential areas for improvement.
- Maintain accurate records of technical support activities and service interventions.

Qualifications:

- Bachelor's degree in Mechanical Engineering or a related engineering discipline.
- Proven experience minimum 2 years in a technical support, service, or application engineering role, preferably within the packaging machinery, FMCG or Cosmetics machinery or related industrial equipment industry.
- Strong understanding of mechanical principles, pneumatics, hydraulics, and electrical systems relevant to automated machinery.
- Excellent troubleshooting and problem-solving skills with a hands-on approach.
- Ability to read and interpret technical drawings, schematics, and manuals.
- Strong communication (both written and verbal) and interpersonal skills, with the ability to explain technical concepts clearly to non-technical audiences.
- Willingness to travel to client sites for technical support, installation, or training (as required).

Company Description