



PR/095891 | Field Service and Customer Support Manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1558106

Industry

Healthcare, Nursing

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 30th, 2025 08:01

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

Job Title: Field Service and Customer Support Manager

Location: Singapore

About Us:

The company is a global leader in the design, manufacture, and distribution of cutting-edge analytical and industrial instrumentation. With a long-standing reputation for innovation and technological excellence, their solutions are used by researchers, scientists, and engineers in a wide range of industries to advance scientific discovery, ensure product quality, and optimize manufacturing processes.

Key Responsibilities:

- Develop and execute strategic plans to enhance service revenue, improve customer satisfaction, and optimize field service operations within the APAC region.

- Manage and forecast the service department's budget, ensuring effective cost control and resource allocation.
- Lead a team of Field Service Engineers in performing preventive maintenance, troubleshooting, and repair of scientific instruments, ensuring adherence to quality standards and customer expectations.
- Collaborate with distributors and partners to build a strong and responsive service network throughout the APAC region.
- Monitor and analyze service performance metrics, identifying areas for improvement and implementing corrective actions.

Qualifications:

- Bachelor's degree in engineering (e.g., Electrical and Electronics, Mechanical) or a related discipline.
- Minimum of 10 years of experience in field service, customer support, or technical service, with experience in a leadership or management role.
- Proven experience in diagnosing, repairing, and maintaining complex analytical instrumentation, specifically X-ray Diffraction (XRD) and X-ray Fluorescence (XRF) systems.
- Must possess a valid R1 Radiation License.

Interested applicants, please click **APPLY NOW**.

Please note, only shortlisted candidates will be contacted.

Peh Yong Sin
JAC Recruitment Pte Ltd
EA License Number: 90C3026
EA Personnel: R2197665

#LI-JACSG

#countrysingapore

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Company Description