



PR/095541 | Field Service Engineer

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1575497

Industry

Medical Device

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

March 31st, 2026 11:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Duties and Responsibilities

- Instruct/Guide the distributors on how to install/repair/perform maintenance on our instruments. ● Accompany the distributors on their demos at existing/potential customers sites and promote our company/brand.
- Perform service activities efficiently and effectively as requested (including but not limited to installation, operator training, preventive maintenance, testing, inspecting, troubleshooting, adjustments, calibrations, alignments and part replacement) and ensure on-going effectiveness.
- Manage the territory of assigned equipment and parts inventory to meet customer needs and contribute to the sales of service products to meet revenue goals. ● Ensure customer satisfaction and improve service outcomes by delivering speedy and high-quality service.
- Act as a trusted advisor to the company's customers by understanding customer needs and providing appropriate solutions.
- Provide feedback to the manager concerning performance anomalies encountered in the field and suggest

recommendations for improvements.

- Review service manual documentation to ensure accuracy and current revision levels and translate these documents into local language when the need arises.
- Maintain Device History Records and monitor modification and software upgrade status.
- Review failure trend analysis data for each product assigned. Identify failure trends and report them to management for resolution.
- Maintain professional and technical knowledge pertaining to service activities described by attending educational classes as required and reviewing technical bulletins.

Qualifications

- Degree in Engineering or related fields.
- 3+ years' experience in the repair, maintenance, and installation of medical diagnostic equipment used in a laboratory setting.
- English business level speaker.
- This position will routinely require extensive or overnight travel on short notice within or sometimes beyond defined territory or routine business hours to support customer needs.
- Able to lift and carry equipment up to 50 kg.

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Company Description