



PR/096870 | Service Engineer

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1586468

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

April 28th, 2026 09:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is a globally established technology and consumer electronics manufacturer with a long-standing heritage in engineering and product innovation.

JOB RESPONSIBILITIES

- Provide technical support and troubleshooting assistance, including conducting product training for distributors and service partners.
- Handle technical, warranty, spare parts, and service enquiries or complaints from end customers, distributors, dealers, and e-commerce platforms.

- Review and assess in-warranty claims, including preparation and submission of fault cost (F-Cost) reports.
- Monitor product quality issues and abnormal defects, prepare analysis reports, and coordinate corrective actions with the factory, warehouse, and distributors.
- Develop and prepare technical documentation such as training materials, service manuals, repair procedures, and parts guides for service teams and distributors.
- Manage defective unit exchange processes, including follow-up on repairs, inspection and grading of returned units by contractors, and coordination before return to warehouse.
- Handle COC renewals, as well as COC and WELS testing and registration for new products.
- Support distributors in conducting field tests and pilot runs for new product launches.
- Assist in the setup and continuous improvement of service operations and service centres for both local and export markets.

JOB REQUIREMENTS

- Diploma or higher qualification in Engineering or a related technical discipline.
- Minimum 2 years of relevant experience in after-sales service or service management within the consumer electronics industry.
- Strong technical knowledge of home appliances and audio-visual products.
- Good problem-solving and analytical skills with hands-on technical capability.
- Proficient in Microsoft Office applications and service documentation.
- Able to work independently and communicate effectively with internal teams, factories, and external partners.

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Wong Yi Lei (R23113652)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description