



PR/110710 | Senior Service Engineer

Job Information

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

1609952

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

September 29th, 2026 13:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Basic

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job title: Senior Service Engineer**Roles and Responsibilities:**

- Handle complex troubleshooting and critical escalations that cannot be resolved by distributors
- Provide advanced technical support to distributors and customers (remote & on-site)
- Lead root-cause analysis and implement corrective actions
- Support technical training programs for distributor engineers
- Develop distributor service capabilities through coaching, field guidance, and technical assessments
- Monitor and improve service KPIs such as response time, first-time fix rate, and customer satisfaction
- Review warranty claims and provide recommendations for approval and corrective actions
- Act as a technical reference point for service standards and quality
- Collaborate with HQ technical teams for issue escalation and resolution

- Ensure compliance with safety and quality standards
- Support the growth and operational development of ESPEC India in a start-up environment.

Required Kills:

- 7–10 years of experience in industrial equipment service (HVAC, refrigeration, electrical systems preferred)
- Strong troubleshooting and diagnostic skills
- Experience handling field escalations and customer-facing issues
- Good communication skills in English
- Willingness to travel (domestic & occasional international)

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Company Description