



PR/097613 | Application Engineer, Downstream

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1611354

Industry

Petrochemical, Energy

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 8th, 2026 10:37

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

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 global leader in water, hygiene and infection prevention solutions, partnering with customers across industrial and commercial sectors to deliver safe, sustainable and cost-effective outcomes. Their Singapore downstream team supports large industrial sites and key accounts with on-site services, technical expertise and tailored chemical and equipment solutions.

Position: Application Engineer, Downstream (Gul, Singapore)

Role summary: The Application Engineer provides technical service and field support for downstream customers, delivering problem-solving, product and system audits, installation support and training. You will work closely with Account Managers and sales teams to ensure service excellence, support new business proposals, and drive continuous improvement of product performance and serviceability. This is a hands-on, customer-facing role with both on-site and remote support responsibilities.

Key Responsibilities:

- Field service & technical support providing on-site service and 24-hour remote or on-site assistance for customer issues related to products, applications and systems. Assess field problems and operate testing equipment to restore systems to customer conformance.
- Support district sales personnel in responding to program service calls, troubleshooting issues and implementing corrective actions. Document and communicate technical solutions and value delivered to customers.
- Site surveys & audits: Conduct site surveys, product/application/system audits and participate in design reviews, new application start-ups and evaluations.
- Proposal support: Assist Key Account Managers and sales representatives in preparing technical content for new business proposals and installation estimates.
- Parts & subcontractor coordination: Coordinate replacement parts programs with manufacturing plants and qualify/monitor external subcontractors to ensure repair timelines and customer satisfaction.
- Documentation & knowledge management: Prepare technical reports detailing problems and solutions; develop and maintain troubleshooting guides and service bulletins; distribute updates to relevant teams.
- Installation & project support: Provide installation resources for project requests, including field surveys, installation checklists and roll-out support as required.
- Training & continuous improvement: Train first-line Account Managers on product offerings and available resources; work with district teams to improve policies, procedures and customer satisfaction.
- Compliance with standards: Ensure implementation of the company's Six Service Standards at all client sites.

Key Requirements:

- Technical degree or equivalent education with relevant industry experience preferred.
- Practical knowledge of materials, scheduling, inventory, manufacturing and installation processes.
- Experience in field service, troubleshooting, equipment testing and technical reporting.
- Strong organizational skills and ability to manage multiple projects while meeting timelines.
- Excellent interpersonal, verbal and written communication skills; able to document clear, concise reports using a laptop.
- Logical thinker with sound problem-solving ability; self-motivated, goal-oriented and effective as a team player.
- Comfortable working in an industrial environment and required to travel to Jurong Island. Valid Singapore driving license required.

What Will Make You Competitive:

- Prior experience in downstream/industrial chemical service, water treatment or related process industries.
- Proven track record supporting key accounts and enabling sales through technical expertise.
- Ability to translate technical findings into clear customer value and to develop practical troubleshooting resources.

Adrian Leong JAC Recruitment Pte Ltd EA Personnel: R26160017

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