

PR/110793 | Senior Service Engineer (Robotics)

Job Information

Recruiter
JAC Recruitment India

Job ID
1614201

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
India

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 15:00

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

Key Responsibilities

- Install, commission, maintain, and troubleshoot semiconductor equipment at customer sites.
- Perform preventive and corrective maintenance activities to ensure optimal machine performance and reliability.
- Diagnose equipment failures, conduct root cause analysis, and implement effective corrective actions to minimize downtime.
- Provide prompt onsite technical support and ensure maximum equipment uptime and customer satisfaction.
- Collaborate with customers, Area Managers, and internal support teams to resolve technical issues efficiently.
- Monitor equipment performance and recommend improvements to enhance productivity, reliability, and operational efficiency.
- Maintain accurate service records, maintenance logs, technical reports, and related documentation.

- Support customer training programs on equipment operation, maintenance, and best practices.
- Ensure adherence to company safety policies, quality standards, and customer-specific protocols.
- Develop and maintain strong customer relationships through professional communication and proactive service support.
- Escalate critical technical issues when necessary and work closely with regional and global support teams to drive timely resolution.

Required Skills & Competencies

- Strong troubleshooting, diagnostic, and fault-finding capabilities.
- Ability to read and interpret electrical schematics, mechanical drawings, and technical documentation.
- Excellent analytical thinking and problem-solving skills.
- Strong customer service, stakeholder management, and relationship-building abilities.
- Capable of working independently with minimal supervision while managing multiple priorities.
- Effective communication, coordination, and interpersonal skills.
- Proficiency in preparing technical reports and maintaining service documentation.

Additional Requirements

- Willingness to travel extensively across India for installation, commissioning, maintenance, and customer support activities.
- Ability to work in customer-facing environments while maintaining a high level of professionalism and service quality.
- Prior experience in semiconductor equipment, industrial machinery, automation systems, or related technical service environments will be an advantage.

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Company Description