



PR/096870 | Service Engineer

募集職種

人材紹介会社

ジェイエイシーリクルートメントシンガポール

求人ID

1586468

業種

その他(メーカー)

雇用形態

正社員

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2026年05月26日 09:00

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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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会社説明