



PR/110710 | Senior 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インド

求人ID

1609952

業種

その他（メーカー）

雇用形態

正社員

勤務地

インド

給与

経験考慮の上、応相談

更新日

2026年09月01日 10:47

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

基礎会話レベル

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

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)

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.in/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.in/terms-of-use>

会社説明