

PR/097613 | Application Engineer, Downstream

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
1611354

業種
石油・エネルギー

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11月03日 14:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ネイティブレベル

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

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

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.

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会社説明