

	JOB DESCRIPTION
<b>Position Title</b>	Service Engineer
<b>Reports To</b>	Sr. Manager Service
<b>Department</b>	Service
<b>Minimum Qualification</b>	ITI/ITC/Diploma electronics /B Tech
<b>Minimum Work Experience</b>	1 - 2 Years experience
<b>Primary Duties</b>	<p>Attend and complete the Service calls at the site.</p> <p>Capable troubleshooting of products.</p> <p>Installations of Systems</p> <p>Daily reporting in ERP/Mobile app</p> <p>Maintain accurate records of service activities, including service reports, work orders, and equipment maintenance history.</p> <p>Interact with customers professionally and courteously, addressing their concerns, and ensuring their satisfaction with the service provided.</p> <p>Conduct scheduled preventive maintenance tasks to proactively identify and address potential issues before they escalate.</p>
<b>Secondary Duties</b>	<p>Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise.</p> <p>Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others.</p> <p>Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers.</p>
<b>Skills Required</b>	<p>Proven experience as a Field Service</p> <p>Communication and interpersonal skills</p> <p>Valid driver's license and clean driving record</p> <p>Technical certification or a degree in a related field is a plus</p>
<b>Email ID</b>	<a href="mailto:jobs@hykonindia.com">jobs@hykonindia.com</a>
<b>Contact</b>	85930 75050

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