

Customer Services Engineer

Role:

The Customer Services Engineer is responsible for 1st level support to local customers and regional 2nd level escalation support on ASM SMT Solution equipments. The candidate will need to follow up with open issues until they are resolved, communicate solution to regional service teams and/or customers. The candidate will primarily be performing SMT equipment installation, hotline management and field servicing which includes escalation support to ASM AS customers in Rest of Asia.

Responsibilities:

- To perform machine installation, commissioning, on-site training, production monitoring
- To perform standby service support
- To act as 2nd level regional support to internal and external customers on all aspects of service activities
- To respond to customer or regional service call.
- Provide on-site training to customers, or internal customers as a specific technical product champion
- Other technical related activities specific to our SMT Solutions offerings

Requirements:

- Diploma/Degree in Electrical/Electronics Engineering with 2 - 3 years of relevant experience
- Fresh graduates are also welcome to apply
- Proficiency in both English and Chinese language
- Knowledge in basic project management skills will be advantageous
- Experience in SMT equipment especially in area of Service will be advantageous
- Experience in SMT Process and Applications will be advantageous
- Strong analytical mind and problem solving skills, results & quality oriented
- Able to travel on short notice
- Possess strong team dynamics and able to work in a multicultural environment and with people at all levels. This position will work closely with engineers/departments in other global locations

Work Location : Vietnam



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