

Area Service Technician

区域服务工程师

Location: Xi'an

Starting date: ASAP

Nationality: Chinese

About the company :

关于公司

A global leader in aviation ground support equipment, with manufacturing plants in Asia and Europe.
一家全球领先的航空地勤设备公司，在亚洲和欧洲均设有生产工厂。

Mission:

工作内容

Provide quality service to customers in the assigned region and address repair requests promptly.
服务好所在区域的客户，及时处理报修。

Key Responsibilities:

主要职责

- Provide technical support for company's customers and the equipment sold in the assigned region.
为区域内的公司客户提供产品的技术支持与服务
- Ensure customer satisfaction and maintain the image of company.
确保客户对售后服务的满意，并保持好的品牌形象。
- Coordinate between customer and factories, Sales organization and Spare Parts organization to ensure customer's after-sales request be satisfied in One-Station manner.
协调客户、工厂、销售机构以及零配件部门，确保客户的售后服务要求得到一站式满足。
- Communicate with other company's customer service entities and make supportive contribution to technical projects or assignment as defined by the supervisor and/or above.
与公司其它客户服务机构保持沟通并且就主管或更高层领导委派的一些技术项目提供支持性贡献。

Customer Service:

客户服务

- Arrange and conduct commissioning, inspection, and servicing of equipment.
计划及实施产品交付、检查及维修服务。
- Provide customer training and customer support actions, during and after the warranty period when necessary.
对整个生命周期内的产品提供客户培训及其它支持性服务活动。

- Provide the frequency and contents of service to customer effectively and efficiently to optimize cost, quality and duration.
 为客户及时有效地提供合适的频度及内容的售后服务以优化服务成本、质量和 Service 间隔。
- Provide corrective, preventive, improvement actions and follow-up closely on outstanding matters, if any, for problematic equipment being attended.
 为客户提供纠正性、预防性、改进性维修服务，并且密切跟踪重点案件或设备问题。
- Implement fully the compulsory service bulletins (COMPULSARY SB), and the transmission of optional service bulletins (RECOMMENDED SB) and of the information service bulletins (INFORMATION SB).
 执行强制型的服务公告 (COMPULSARY SB) 及公司确定要执行的推荐型的服务公告 (RECOMMENDED SB), 通知客户信息型的服务公告 (INFORMATION SB)。
- Communicate regularly with customers about actions under way and future, about the status of the equipment.
 定期与客户保持沟通，了解设备使用情况，及时告知客户正在采取的行动及行动进展情况。
- Collect and report customer feedback on technical issues.
 收集并报告客户提出的产品技术问题。
- Update and maintenance of service information/data and equipment Commissioning records.
 及时登录并更新所有服务记录及服务案件进展状态。
- Maintain and update the Service module.
 及时登录并更新 TOC/CSR。
- File the Product Demerit Claims according to service findings and/or customer feedback.
 根据服务发现或客户反馈登录产品必要的 PDC。
- Maintain and document properly the commissioning report and/or inspection certificate as applicable, for Accounts department's payment processing purpose when the handover of equipment is fully acknowledged.
 完成产品交付后及时登录产品交付服务记录并上传相关文件，并通知财务部门以便安排收款。

Warranty Management:

保修索赔管理

- Provide quick and efficient treatment of customer claims while respecting time, quality and cost constraints.
 快速高效处理客户索赔并兼顾成本约束。
- Provide technical solutions in order to eliminate or minimize technical problems.
 提供技术解决方案而不仅仅是简单地换件，以消除或最小化技术问题导致的连续重复索赔。
- Coordinate with local contractor when the major repairing is required.
 当主要部套件需要维修或索赔时，联系协调相应的部套件服务机构执行维修或索赔。
- Communicate all customer claims or suggestions to the relevant quality department through the IT tools.

就客户的所有索赔和建议采用公司内部网络工具与相关质量部门沟通。

- Equip with and provide the systematic analysis of root cause on the problem and follow up until fully solved.

对问题进行系统深入分析找出问题的根源直到彻底解决。

- Arrange and coordinate with factories for receiving and returning warranty parts.
与工厂进行协调安排索赔件的接收及旧件的返回。

Sales Support and Coordination:

销售支持和协调

- Collect and report to sales the information of customer's equipment and/or parts purchase information.
帮助收集并报告客户产品或配件采购信息。
- Support and assist sales on technical specification related matters for tendering evaluation or customer meeting purposes.
帮助销售为投标或客户会议需要提供产品技术指标相关支持。
- Assist in responding technical specification queries at request of customers/equipment users.
协助回答客户或设备使用人员关于产品技术规格的问题。

Others:

其他

- Participate in EHS(Environment, Health and Safety) training and activities to understand and master the necessary EHS knowledge.
参与 EHS（环境、健康、安全）的相关培训和活动，了解、掌握必要的 EHS 知识。
- In the process of work, we should strictly abide by the rules and regulations of production safety and operation procedures, and correctly use, wear and maintain labor protection equipment.
工作过程中应严格遵守安全生产规章制度和操作规程，正确使用、佩戴和维护劳动防护用品。
- Any hidden danger or unsafe condition should be reported to the management.
发现事故隐患或者不安全的状态，需要向管理人员报告。
- Other tasks assigned by superiors, and assist other work of colleagues in the department.
上级交办的其他任务，以及协助部门内同事的其他工作。

Qualifications:

任职要求

- Education: Junior college or above
教育背景：大专及以上学历
- Major in mechanical or related area
专业：机械类及相关

- **Work experience: more than 5 years working experience in mechanical equipment or vehicle working.**
工作经验：5 年机械设备或车辆维修的工作经验
- **English Level: Basic level.**
英语水平：基础水平
- **Good knowledge of electrical, hydraulic, mechanical systems.**
良好的电气、液压和机械系统知识。
- **Strong technical knowledge on hydraulic and electrical systems, familiar with the theory and application of GSE.**
较强的液压和电气系统技术知识，熟悉 GSE 相关理论和应用。
- **Strong communication skill and open mind to share with others.**
良好的沟通技巧和与人分享的开放心态。
- **An outstanding team player.**
出色的团队协作。
- **Initiative, Positive, and Optimism.**
主动，积极，乐观。
- **Skilled in office software and internet.**
熟练掌握办公软件和互联网。
- **Good execution skill with result-oriented mind.**
良好的以结果为导向的执行能力。
- **Ability to handle multi tasks, against higher work pressure.**
高工作压力下应对多任务的处理能力。
- **Willing to take responsibility.**
敢于承担责任。
- **Self-motivation and self-management.**
自我激励和自我管理。

Application:**投递方式**

Please send your Chinese and English CV and cover letter to:

请将中英文简历及动机信发送至:

sh-recruitment@ccifc.org