

Asia Pacific Service Engineer

JOB DESCRIPTION

ABOUT THE COMPANY

Our customer is a French organization, specialized in the industrial equipment for the agro-food sector. They design, create, market and maintain their own equipment. Being the worldwide leader, they are exporting their products in more than 80 countries around the world.

Pushed by strong values, they are striving to establish collaborative working relations, creative innovation or create a strategy based on cultural and technological diversification.

To expand their business, we are looking for a communicative and open-minded service engineer working in Ho Chi Minh city, Vietnam.

MISSIONS

- ✓ Prepare travels in Asia Pacific (special attention to South Asia: India) in accordance with applicable procedures, processes and documents.
- ✓ Install and start the equipment directly at the customer's organisation.
- ✓ Ensure customer interventions for the maintenance and troubleshooting of machines (diagnosis, analysis of causes, and implementation of corrective actions).
- ✓ Provide on-site customer training.
- ✓ Document interventions in a written report.
- ✓ Follow up with customers through annual maintenance visits.
- ✓ Actively participate in the promotion and the sale of spare parts.
- ✓ Accompany and help local managers in their mission.
- ✓ Regularly update the activity dashboard and the CRM collaborative tool.
- ✓ Coordinate business and travel with subsidiaries and offices in the area.

QUALIFICATIONS & SKILLS

Diploma: BTS/IUT in Mechanical/Electrical engineering or equivalent. Strong knowledge in mechanics required.

Experience: at least 3 years working experience in Mechanical/ Hydraulic/ Industrial Control/Electrical fields.

Languages: French is a MUST, English fluent.

- ✓ 1st experience in Asia is required
- ✓ Deep knowledge according to the specialization
- ✓ Detail-oriented and customer-oriented
- ✓ Excellent communication, negotiation skills
- ✓ Well-organized, confident, result-oriented, team player
- ✓ Open-Minded and curious.
- ✓ 50% office, 50% business trip



BENEFITS

- ✓ Attractive salary and bonus based on performance
- ✓ 25 days of annual leaves and health insurance
- ✓ Supportive and professional mentor
- ✓ Training and promotion opportunity
- ✓ International working environment
- ✓ Modern and comfortable office
- ✓ Other benefits according to the Group policy

WORKING LOCATION: HO CHI MINH CITY, VIETNAM

CONTACT: HR@ERAIASIA.COM