**Title: Technical Field Service Engineer (부산담당자)**

**An exciting opportunity**

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| The Mission of Capital Equipment Technical Services is to maintain, and support Surgical, Aesthetic, OPH Laser capital equipment in a manner that maximizes equipment uptime and performance so it can be utilized on demand to positively impact people’s quality of life.  If you want to have opportunity to be recognized as the best-in-class service provider in the medical device market, please join us. |

**Purpose Statement**

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| This is a customer-oriented role, responsible for technical support to capital equipment. He/she is the subject matter expert in the products assigned to him/her and provide training and technical solution to service network. He/she performs onsite support as required &/or remote technical support from local office He/ She is required to work in accordance to compliance guidelines, corporate and departmental objectives. |

**Key Responsibilities**

* Provide technical assistance to internal and external customers on Capital Equipment and third party capital equipment.
* Perform service activities such as the maintenance, modification, recalibration and repair of Capital Equipment and accessories in the field and in-house.
* Reporting all service activities on dedicated formularies.
* Responsible for monitoring, organizing and maintaining personal trunk stock, department tools and spare parts.
* Responsible for customer satisfaction on equipment and services.
* Participate in Value Improvement Initiatives to improve effectiveness & efficiency of service delivery
* Ensures awareness and compliance with applicable standard operating procedures to meet, comply and champion all quality and regulatory commitments

**Basic Requirements**

* Diploma/ Degree in biomedical, electronic, mechanical, electrical or related engineering field.
* Good communication skills, customer oriented, independent and self-motivated.

**Preferable Requirements**

* Good verbal and written communication skills in English preferred

**Required System Skills**

* Basic computer knowledge with MS Office