



ViscoTec India Private Limited

Job Description:

Position: Service Engineer

Experience: 3 - 5 Yrs

Key responsibilities

1. Responsible for assembly, commissioning, parameterization and repair of our dosing systems at our customers' sites.
2. Conduct trainings, educate customers about operating our equipment, periodic maintenance and provide support for customers on technical issues.
3. Independent planning and execution of servicing & commissioning assignments for PAN India.
4. Provide support for our customers during in-house and on-site trials.
5. Prepare service reports, commissioning reports, expense reports & database of existing installations and track their health on a PAN India basis.
6. Responsible for always ensuring complete customer satisfaction by attending to customer complaints, technical queries related to servicing & maintenance, perform troubleshooting.
7. Responsible for procuring Spares & AMCs business for the company.
8. Required to travel throughout PAN India.
9. Build and maintain respectful & productive relationships with all stakeholders/business partners of our company.
10. Ensure internal process quality and suggest improvements to increase process effectiveness.
11. Whenever required, help co-ordinate sales & marketing activities, participation in exhibitions, establishing first contact with potential customers and acquired enquiries.

Required Experience & Skills

1. At least 3 years of proven hands-on experience in commissioning, servicing of mechanical & electrical equipment.
2. Proven experience in dealing with customers from automotive, auto ancillary and related industry is required.
3. Working knowledge of fluid dynamics, pneumatics, control panels and reading electrical circuits is an added advantage.
4. High service orientation and willingness to travel.
5. Should have excellent communication skills (email & telephone); reading, writing & speaking in English language a must.
6. Should have problem solving attitude and cost-conscious thinking.
7. Candidate must be highly organized, detail oriented, team player and have positive attitude towards day-to-day challenges.
8. Graduate: B.E./B.Tech, Diploma in Electrical, Mechanical or Mechatronics engineering.
9. Post Graduate: Not a necessity, will be considered as advantage.



Company information

ViscoTec Pumpen u. Dosiertechnik GmbH is a company from Upper Bavaria (Germany) which primarily deals with systems required for conveying, dosing, applying, filling and emptying medium to high-viscosity fluids.

Our high-quality products are used worldwide in many plants and we export to more than 30 countries.

ViscoTec has recently established its newest subsidiary, i.e., ViscoTec India Pvt. Limited in Pune to cater to growing automation industry.

We believe, our employees are our assets. "Challenging and encouraging" is our motto for qualified, motivated and satisfied employees who are responsible for acting on their own initiative.

Job information

Industry: Industrial Products/Automation equipment

Functional Area: Service, Sales & Customer Relationship Management

Role: Service Engineer

Full time, Permanent job (after successful completion of probation period)

Travelling is required.

What ViscoTec offers: Scope for implementing creative ideas, practical approach to organizing business activities & opportunity to grow together with its newest subsidiary.

For more details contact: chaitra.dole@indo-german.com