

Field Service Technician - Job Description - unival group GmbH

Overview

unival group is recruiting a Field Service Technician with electrical/electronics equipment experience to join the European technical team on permanent basis.

Role Summary:

To participate in planning, preparing, and conducting installations of unival equipment and operator/engineer training in Europe. Providing technical support remotely and on-site to customers and partners. Working closely with the Technical Support Engineers and Technical Support Coordinator on ensuring that all the technical and service-related documentation is always relevant and up-to-date, and all the company service-related policies are followed and developed for improved efficiency. Supporting the Sales and Project Management teams on technical matters.

Main Duties and Responsibilities:

- Installing Security equipment effectively and efficiently within Europe. (Business-related travel is estimated to equate to 50% of the total working time).
- Performing Preventative Maintenance tasks in accordance with equipment specifications, relevant safety standards and the internal company policies.
- Preparing service orders, parts orders, part returns, inspection templates, time sheets and other administrative duties related to effective management of the service operation.
- Maintaining all allocated tools, parts, and assets through effective management of the stock system.
- Answering technical and operational questions raised by customers, partners, and relevant 3rd parties.
- Maintaining excellent customer relations through provision of support and effective technical issues resolution.
- Proactively following up with partners and customers regarding conducted installation, maintenance, and support activities with aim to build strong long-term relations.
- Performing and documenting Radiation and Safety testing on assigned products in accordance with the applicable Radiation Safety laws.
- Demonstrating expertise in multiple products in 1 modality (integrated systems).

- Building risk contingency plans for Errors that may result in considerable financial loss and/or reputation damage to unival or have any adverse effects on the business.
- Administrate all aspects of technical work through use of the CRM system and relevant documentation management systems.
- Reviewing, updating and improving technical documentation used for service and sales support through work with the Technical Support Coordinator.
- Evaluation and development of operator and engineer training programs.
- Establishing and managing effective communication channels with other unival offices and relevant staff members.
- Supporting sales team on sales visits and exhibitions with technical expertise.

Required Skills and Experience

- Education in the Software/ Electrical / Mechanical field, or equivalent.
- Experience in a similar role, with strong capability of troubleshooting and repairing electrical or electronics test systems / equipment.
- Experience in field/practical work.
- Experience with security equipment is advantageous but is not essential.
- Level of professionalism and responsibility to meet the conditions and requirements for entry into security restricted military and police zones
- High level of computer literacy (Word, PowerPoint, Excel, etc.).
- Good level of written and spoken English language. Additional language skills are highly desirable.
- Ability to complete tasks on time without supervision.
- Exceptional customer service skills and customer-focused work orientation.
- High level of attention to detail.
- Focus on problem solving and task-completion in all areas of work.
- Good level of physical fitness.
- High level of timekeeping and personal organization.
- Pro-active and creative approach for constant improvement in efficiency of the company.
- Excellent and clear communicator with a degree of cultural awareness.
- Technologically aware with strong interest in software and technology.
- Willing to undertake additional tasks where required.
- Strong ability to establish professional working relationships.
- Driving license holder.

Benefits

- Competitive Salary
- Working with state-of-the-art technologically advanced equipment
- Full product training will be provided
- Opportunity to improve professional skills through training and experience





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