



Job Profile

Job Title:	<u>Service Engineer</u>
Job Grade:	<u>Executive</u>
Reports To (Job Title):	<u>Service Team Leader</u>
Direct Reports (Job Titles):	<u>N/A</u>
Contact Email:	<u>Careers@atad.com</u>

Job Summary:

This position is responsible for providing onsite service and support to customers. Acts as mobile field service engineer on assigned missions to resolve customer-affecting technical issues in a timely fashion and maintain maximum customer satisfaction.

Under very little supervision the Service Engineer performs routine maintenance, complicated setup, and operation of most manual and/or CNC and/or PLC equipment, including tooling, fixturing, and programming, optimization of efficiencies and implementation of continuous improvements on all aspects of production.

The focus will be to provide on-site installation, validation and commissioning of new CNC machines as well as diagnosing and repairing existing instruments.

Duties & Responsibilities/Deliverables:

- Responsible for supervising the installation, commissioning, starting up and operating of TRUMPF CNC machines such as laser cutting, punching and bending machines;
- Provide on-site training to both customers and colleagues on how to utilize the machines in full efficiency and the best form using accurate and effective production techniques;
- Analyze, troubleshoot and solve and occurring malfunctions, breakdowns, mechanical and electrical problems;
- Conduct root cause analysis of the problem and perform on-site repair while ensuring rapid resolution;
- Inspect all the machines and make reports for the management of whether or not new machines are required;
- Carry out preventive maintenance activities to ensure the effective operation of TRUMPF machines;
- Conduct safety checks on all the machines to prevent any possible risk while using them;



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- Work closely with customers on planning the upgrade of their existing machines;
- Promote ATAD service contracts;
- Answer any technical questions, queries, and concerns related to spare parts and part number identification;
- Communicate with the customer to ensure satisfaction and implement any necessary corrective actions
- Maintain a professional appearance and manner at all times, consistent with client and ATAD expectations, and in doing so help to promote the image of the Company;
- Set a good example to colleagues by observing and obeying ATAD rules and regulations, complying with all site regulations, and safeguarding ATAD property;
- Provide support and co-operation to the management and colleagues, and be prepared and willing to help and contribute to the success of ATAD at all times;
- Real-time reporting and writing, signing and submitting detailed service reports for every job;
- Stay abreast of the latest technology trends;
- Knowledge transfer and provide: coaching, Mentoring, Knowledge sharing, and Technical Training to team members routinely;
- Implement ATAD Policies and Procedures;
- Abide by ATAD's code of conduct.

Education:

- Bachelor's degree or equivalent technical qualifications in electrical/ mechanical engineering.

Skills & Experience Required:

Experience:

- 3-5 years of experience within the industrial machines and a commercial/technical environment;
- Relevant technical qualification;
- Electronic / Electrical Engineering experience;
- Proven experience in an electrical/ installation environment;
- Experience in engaging with customers.

Skills Set:

- Ability to read and analyze schematics, drawings, flow diagrams and understanding of technical documentation and manuals;
- Good knowledge of Programmable Logic Controllers (PLC);
- Good knowledge of automation, motion control, drive systems, HMIs, medium-voltage and Low-voltage power distribution products;
- Good knowledge of CNC machine control, construction and operation;
- Ability to deal with different measurement systems, sensors and transducers;
- Good mechanical proficiency with

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	<p>hand tools and precision measurement tools;</p> <ul style="list-style-type: none">• Awareness of electrical, mechanical and chemical health and safety issues;• Good knowledge of different electromechanical systems;• Commercial awareness and ability to communicate at all levels regarding technical matters.
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Behaviors or personal competencies required for the job:

<ul style="list-style-type: none">• Flexible approach to work, and be prepared to work extra hours as and when required;• Team player, but willing to accept responsibility;• Positive attitude, enthusiastic and honest;• Highly motivated and uses initiative;• Co-operative and helpful at all times;• Able to participate in a successful, committed and highly motivated team;• Must have strong work ethic;• Must be well organized and a self-starter;• Detail-oriented, professional attitude, reliable;• Smart professional appearance;• Ability to work under pressure to meet objectives and deadlines.
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