**JOB DESCRIPTION**

 **Position Title:** FIELD SERVICE TECHNICIAN

**Reports To:**  SENIOR MANAGER - SERVICE

**Department:**  SERVICE

**Minimum Qualification:** ITI/ DIPLOMA IN ELECTRONICS

**Minimum Work Experience:** 2 -3 YEARS

Primary Duties

* Perform routine maintenance, inspections, and repairs on company products or equipment to ensure optimal performance and minimize downtime.
* Diagnose and identify technical issues or malfunctions in equipment through analysis, testing, and observation.
* Repair or replace faulty components, parts, or systems to restore equipment functionality and ensure customer satisfaction.
* Provide technical assistance and guidance customers or end-users through phone, email, or on-site visits to resolve issues and answer inquiries.
* Maintain accurate records of service activities, including service reports, work orders, and equipment maintenance history.
* Interact with customers professionally and courteously, addressing their concerns, and ensuring their satisfaction with the service provided.
* Conduct scheduled preventive maintenance tasks to proactively identify and address potential issues before they escalate.
* Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise.
* Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others.
* Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers."

**Skills Required**

* Proven experience as a Field Service Technician
* Communication and interpersonal skills
* Valid driver's license and clean driving record
* Technical certification or degree in a related field is an advantage

**Location** Kottayam / Trivandrum / Chennai / Palakkad / Malappuram / Kannur

**Email ID** jobs@hykonindia.com

**Contact** 85930 75050