**JOB DESCRIPTION**

**Position Title:** Service Engineer

**Reports To:** Sr.Manager Service

**Department:** Service

**Minimum Qualification:** ITI/ITC/Diploma electronics /B tech

**Minimum Work Experience:** 1 - 2 Years experience

**Primary Duties**

* Attend and complete the Service calls at site.
* Capable for trouble shooting of products.
* Installations of Systems
* Daily reporting in ERP/Mobile app
* 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.
* Secondary Duties
* 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
* Communication and interpersonal skills
* Valid driver's license and clean driving record
* Technical certification or degree in a related field is a plus

**Location** Kurnool,Vijayawada, Mumbai,Pune

**Email ID** jobs@hykonindia.com

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