

JOB DESCRIPTION	
Position Title	Service Engineer
Reports To	Senior 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 the site.
	Capable troubleshooting 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.
Secondary Duties	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.
Skills Required	Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers.
	Proven experience as a Field Service
	Communication and interpersonal skills
	Valid driver's license and clean driving record
Location	Chennai/Trichy/Madurai/Vellore/Coimbatore
Email ID	jobs@hykonindia.com
Contact	85930 75050
Technical certification or a degree in a related field is a plus	

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