




JOB DESCRIPTION	
Position Title	Service Technician
Reports To	Senior Manager - Service
Department	Service
Qualification	ITI/ Diploma in Electronics
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.
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 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 / Kannur
Email ID	jobs@hykonindia.com
Contact	85930 75050

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