



Position	Technical Field Service Engineer	Department	Technical
Reports To	Technical Manager	Duty Station	Tanzania

Job Summary

The Technical Field Service Engineer is responsible for delivering quality and efficient technical services including installation, service, repair, training, demo, upgrades and commissioning for equipment. He/she should successfully deliver high levels of customer support and satisfaction.

Main Responsibilities

- Carry out preventive, corrective & breakdown maintenance of equipment.
- Understand & resolve issues related to equipment installation & operation.
- Attend to complaints raised by customers, fault findings & rectification of the faults.
- Assist customers to start up and commission supplied equipment.
- Advise customers on repairs and make recommendations for preventive maintenance.
- Maintain & update customer database, service reports and equipment history periodically.
- Quote and execute service jobs.
- Provide customers with telephone/email support to start up or trouble shoot and rectify faults.
- Ensure appropriate selection of replacement parts, raising spares & consumables requisition as per company procedures for repair & maintenance work.

Critical Success Factors for the Job

Job Specifications	Behavioural Skills	Desired Competencies
<ul style="list-style-type: none"> • Minimum of University Degree in Electronics or Electric Engineering (most preferred) or related field. • Should have at least two (2) years of service engineering experience preferably in the field of analytical equipment and laboratory instruments. • Experience with Chromatography equipment preferred but not required. • Possess a valid driving license. 	<ul style="list-style-type: none"> • Excellent technical problem-solving skills. • Should be proactive. • Good communication and interpersonal skills • Strong planning, learning skills and organization skills. • Capable of working with minimal supervision. • Relationship management skills. • Team player with ability to work with others. 	<ul style="list-style-type: none"> • Knowledge in Analytical Laboratory Equipment. • Problem solving and diagnostic capabilities. • Root cause analysis: getting to the origin of the problems in equipment. • Analytical ability to analyse raw data, extract key information, and draw logical conclusions. • Report writing and presentation skills.

HOW TO APPLY

If you meet the above requirements/qualifications and are interested in an opportunity to work with us, we would like to hear from you.

Kindly forward your application accompanied by a detailed resume, email address, daytime telephone contact, name and address of three referees to hr@esteckenya.com not later than **24th June 2023**.

Website: www.esteckenya.com

NB: Only shortlisted candidates will be contacted. ESTEC is an equal opportunity employer.