

## Field Service Engineer [North Romania]

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Company: Antal International

Location: Romania

Category: other-general

### Job Description **POSITION SUMMARY**

The primary responsibility of the Field Service Engineer is to perform service, calibrations, emergency repairs, and installations of OEM instruments at customer facilities in the northern Romania and Hungary region. The Field Service Engineer provides a high quality level on-time service on customer's site. In addition, this position is accountable for customer satisfaction, profitability, prompt and accurate reports and maintaining "trunk" inventory levels.

### **ESSENTIAL JOB FUNCTIONS – RESPONSIBILITIES**

Perform CPMP procedures, troubleshoot instruments, and install and train customers on current line of instruments

Ensure safety quality standards are maintained including industry safety practices established by customer

Contribute to the business financial targets with emphasis on revenue contributions and profit generated from service and the sale of parts

Provide "on-time" (on or before due date) quality service by scheduling all assigned service accounts (i.e. installations, warranty, repair, calibration and emergency calls). Continuous improvement as it relates to customer satisfaction

Ensure high level of technical knowledge and skill in order to promote new service accounts as well as maintaining existing accounts

Support the area sales manager and the business by maintaining professional business

ethics and ensuring customers are treated with efficiency, courtesy, and respect

Ensure all paperwork, i.e. itineraries, service call reports, switch and go reports, expense reports, and tracking reports are completed in accordance with the client's procedures.

Maintain accurate levels of "trunk" inventory

Comply with all ISO established procedures, which includes maintaining up-to-date ISO 9001 documentation

## **EDUCATION – EXPERIENCE – QUALIFICATIONS**

Bachelor's degree in electronics or instrumentation or equivalent combination of education and experience is beneficial

Prior field service or technical support experience strongly preferred

Must be fluent in English, Hungarian language knowledge is very beneficial

Able and willing to travel, including up to 60% of overnight travel, in personal company vehicle

Prior work experience in electronics, computer science or related field desired

Proficiency in Microsoft Office required

Demonstrated effective communication skills: written oral and inter-personal skills

Demonstrated self-motivation and self-discipline traits

Excellent interpersonal skills needed to deal with a wide range of individuals

## **WHAT WE OFFER**

Training provided to enhance your knowledge and skills

Competitive salary and benefits package

Career development

Opportunity to work in a stable, growing global organization

Global travel

Home office

Work in prosperous company and good team

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