

Customer Service Engineer – Power

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Company: Vertiv

Location: Thailand

Category: other-general

Who we are:

Nearly all aspects of our lives involve the use of technology. It is how we work and play and do anything in between. This connectivity or use of data is built into the very fabric of our society. It is vital to human progress. Vertiv believes there is a better way to meet this accelerating demand for data — one driven by passion and innovation.

As industry experts and Architects of Continuity, we collaborate with our customers to envision and build future-ready infrastructures. We leverage our portfolio of hardware, software, analytics, and services, to ensure our customers' vital applications run continuously, perform optimally, and scale with business needs.

Why Join Us?

Meaningful and Fulfilling Work

Inspiring and Caring Leaders

Global Talent Center

Recharge Your Potential

Primary Duties and Responsibilities:

Responsible for technical and administrative support activities including installation, testing, commissioning, repair, retrofit, modifications, preventative maintenance, troubleshooting, engineering change upgrades, etc

To carry out service visits according to contract recommendations

To advise Head Office of any sales opportunities identified during the course of duties.

To always promote the company and act in a professional and diplomatic manner.

To always adhere to quality standards.

Interact with all engineering disciplines, applications, project engineer and clients

Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing

Prepares daily logs and report of work performed. Implement and control workflow documents and maintain proper practices to keep track of these documents. Communication skills must be adequate to interface effectively with customers both internally and externally

Analyses and provide advice for customers' existing equipment status and recommended replacement schedules interface effectively with customers both internally and externally •

Analyses complex engineering problems and offer effective resolutions

Ensures adequate records and systems are maintained.

Maintains communication with design management and specialists in resolving technical problems and/or bringing problems to the design department's attention.

Responsible for specific service contract/s as the single point of contact interfacing into customer organization, while working with sales prime to drive addition sales in those specific service contract/s (including 24x7)

Accountable to customer relationship to deliver best in class services delivered to drive service quality to new height, drives customer satisfaction

Responsible for timely, professional, accurate and service oriented response to all technical service enquires

Assist the Service Operation Manager to carry out the company's commitment and promise delivery of service level to the customer.

To provide technical support to customer.

To assist in the cost evaluation required for "time & material" repair quotation.

Exercise a professional and customer-oriented approach with a service level reflecting VERTIV as a company of world class quality.

Keeping up-to-date the knowledge and application of company products/services.

Continually developing and improving as a service professional by self-analysis, reading, Benchmarking against the best in the industry and practicing.

Background / Experience Required:

Computer Literate.

Possesses Diploma, Advance/Higher/Graduate Diploma, Engineering (Electrical/Power Electronics) or equivalents.

Excellent customer service skills, presentable and professional at all time.

Self-starter, ability to plan effectively, organize, and manage time effectively

Full valid driving license, GDL will be adding advantage

Strong bias on fault finding

Customer service – in potentially stressful situations

Working with safety procedures and protocols

Must possess attitude with punctuality & communication skills.

Self-motivation, ability to work with minimum supervision and conscientious of work under own initiative.

Good understanding and experiencing handling electrical & electronics on operational scope.

Competency in handling with industrial/data center equipment's.

At least 3 year(s) working experience in Engineering (Electronic/Electrical) or equivalent.

Experience in Data center maintenance.

Possess operational job knowledge, standard policies and procedures.

Willing to travel, work overtime, working on weekends & standby for breakdown.

Good communication skills both towards customers and internally.

Analytical, reliable, hardworking, strong commitment to excellence.

Customer orientated team player and self-motivated, creative, analytic and innovative.

Excellent knowledge in Power electronics, Electrical & good troubleshooting skillsets.

Excellent spoken and written skills in English.

Ability to travel up to 75% of the time.

Experience in electrical measurement tool is preferred

Experience in Power quality tool and Oscilloscope is preferred.

Educational Level Required: Possesses Diploma, Advance/Higher/Graduate Diploma, Engineering (Electrical/Power Electronics) or equivalents

Years of Experience: 2 - 3 years

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