

Job Description

Service Engineer

Job Title : **Service Engineer**
Department : Service
Company : DMG MORI Vietnam Co., Ltd.
Reports To : Service Manager
Location : Ho Chi Minh / Hanoi, Vietnam
Contact : thichi.pham@dmgmori.com

Job Purpose:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Service Engineer, reporting to Service Manager, is responsible for providing maintenance and repair assistance of DMG MORI CNC machine tools equipment and controls on location or by telephone. The Service Engineer will establish and build exemplary communication and customer service relationships with customers. The individual manages difficult customer situations in a positive manner, responds promptly to customer needs and solicits customer feedback to improve service.

Main Job Duties and Responsibilities:

- ☐ On-site installation, troubleshooting, repair and maintenance of DMG MORI CNC machine tool equipment and controls
- ☐ Providing technical assistance and support to customers
- ☐ Promoting preventative maintenance, conducting after-sales technical support
- ☐ Establishing and maintaining strong customer relationships
- ☐ Collaborating with the spare parts coordinator by determining parts required by the customer and ensuring timely delivery of spare parts
- ☐ Handling requests for service proposals and quotes
- ☐ Preparation of service reports by collecting, analyzing and summarizing repair information
- ☐ Complying with all safety policies, practices and procedures
- ☐ Attending trade shows, assisting with in-house exhibitions and other related activities
- ☐ Regular/extensive travel through the territory is required
- ☐ Train and develop others as and when the need arises

Education and Experience:

- ☐ Diploma or Degree in Mechanical, Electronic or Mechatronics Engineering
- ☐ **Graduate to five years of experience** in electrical and mechanical troubleshooting and maintenance of CNC machine tools and automation systems
- ☐ Experience working with DMG or MORI SEIKI machines, Fanuc, Mitsubishi, Siemens CNC and/or robot automation are a plus.
- ☐ Ability to read and interpret electrical drawings and schematics
- ☐ Fluent in English. Japanese is a plus.
- ☐ Possess a valid class driving license
- ☐ Proficient in MS Office (Word, Excel, Power Point)