

## FIELD SERVICE ENGINEER



We at **Rieckermann Vietnam** are on an exciting journey of growth and are looking for a motivated **Field Service Engineer** to join our team and help us achieve our vision to become “your first choice industrial solution provider”. At Rieckermann, our employees are our most precious asset. We embrace the values Quality, Commitment and Trust, which our colleagues and customers can appreciate in their Rieckermann experience. We welcome ideas and innovative processes that can help us drive our organization further, and encourage learning and growth for your continuous professional development.

We look forward to having you in the Rieckermann family!

### KEY DUTIES

- Technical Service
  - Supervision and/or execution of installation & commissioning of machinery and plant components according to plans and engineering drawings
  - Corrective and preventive maintenance
  - Perform emergency service at the customer’s site, if needed
  - Troubleshoot via phone, email or in person
- Reporting
  - Provide customers with service/installation reports
  - Gather and report information at customer site regarding process and quality concerns, to create new business opportunities
- Spare Parts
  - Provide information and help customers to upgrade/retrofit their machines (spare parts recommendation)
- Customer & Supplier/Partner Relationship
  - Train and educate customers to operate & maintain the machine
  - Provide excellent service to customers by giving undivided attention and focus on meeting their needs

### KEY REQUIREMENTS

- Degree in mechatronics, industrial engineering, mechanical engineering, or similar
- Minimum 3 years of working experience in mechatronics, industrial engineering, mechanical engineering, technical service, or similar
- Goal-oriented, dynamic and high sense of responsibility
- Excellent interpersonal and communication skills
- Able to work well under pressure
- Able to work self-reliantly or with minimum supervision.
- Team and disciplined working spirits
- Professional appearance and demeanor with customer-oriented attitude
- Effective planning, analytical and implementation skills
- Proficiency in MS Office & technical applications
- Good written and verbal English skills
- Readiness to travel frequently and on short notice

Rieckermann is a privately-owned group of companies providing international industrial solutions. We have more than 750 employees at 24 offices in 17 countries spanning Europe, Asia and the Middle East. We have been in business since 1892 and have established ourselves as a leading provider in our core markets and industries. Our service portfolio covers the entire value chain and scope of industrial plant development in various industry sectors: from single unit machines and equipment to complete production lines. We deliver high quality, tailor-made solutions in engineering operations, process technologies and technical services. For more information, please visit [www.rieckermann.com](http://www.rieckermann.com)

If you would like to grow with us, please apply by sending your resume to **Ms. Susie Chong** at [susie.c@rieckermann.com](mailto:susie.c@rieckermann.com)

VN2404

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Disclaimer: Your information will be used solely for your job application. By sending your CV to us, you agree that your personal data shall be processed by us for the abovementioned purpose. In the event that you wish to remove your personal particulars from our system in the future, please email us via the abovementioned email address.



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