

JOB DESCRIPTION

Organization: Technical Service, SCM, Korea
Job Title: Associate Technical Service Specialist
Reporting: WONKUK NA, Technical Service Supervisor, TS
Job Level: 41
System Title (Job Code): Associate Technical Service Specialist (100510)

Main Purpose of the Job

- Accountable for assisting the local technical service center with day to day operations.
- To support CVG(AFS&APV) Service and Repair work

Key Responsibilities

- Provides in-house repair service in a repairing/service center or on-site technical service.
- Provides technical advice to customers, sales personnel, and healthcare professionals responding to product related questions, issues and problems.
- Provides sales personnel with technical data necessary for the demonstration of products.
- Acts as a liaison between sales personnel and customers on technical issues.
- May make technical presentations at sales meetings and customer locations.

JOB QUALIFICATION

Experience/Knowledge

- Bachelor degree (Preferably electronics or bio medical engineering)
- Driver's License
- Fluent communication skill in English
- Flexible work hours depending on local needs
- Advanced computer skills including Microsoft Office and customer relations applications

Job Experience

- Degree or Diploma holder with 0 - 3 years of relevant experience preferred

Attributes

- Can work autonomously but is also a team player with strong analytical skills, integrity, and a strong sense of responsibility to complete assignments on time, with the ability to perform under pressure in a fast-paced environment.
- Effective verbal and written communication skills
- Can deliver a customer focused service to internal and external customers.

Working Environment/ Conditions

- Some international travel will be required, may flight during weekend.
- Some out of hours work will be required.

Employee Name

Signature & Date

Manager Name

Signature & Date