

Field Service Engineer/Technician (Saha Servis Mühendisi/Teknisyeni)

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Company: Bodor

Location: İstanbul

Category: other-general

Job Description

This position for supporting customers with BODOR. Responsible for offering technical advice to the customers and after-sales service in the field.

Responsibilities

Serve as the main point of contact for customers, and provide direct support for laser machines through phone, email, chat and on-site visit.

Assist personnel and customers with troubleshooting of the laser machine's mechanical and electrical problems, and take appropriate action to resolve customer issues.

Track technical issues and incoming requests from customers.

Manage schedule and follow up with customers in territory to ensure customer is optimizing the use of the lasers.

Perform mechanical repair on laser machines at customer's location, and ability to determine if the repair will require special resources or parts.

Understand layout drawings and blueprints in the installation of equipment.

Develop and maintain a (replacement) parts list and ensure the parts are in stock by effectively communicating with relevant customers, staff, vendors and manufacturers.

Identify safety issues on the machines.

Provide customer trainings.

Write and compose service reports and expense reports.

Perform failure mode analyses and make upgrade recommendations.

Assist with the final integration and commissioning of complex automation projects as needed.

Assist with heavy mechanical moves, such as loading/unloading of equipment onto trucks as needed.

Regular travel within assigned territories.

75% travel required.

Other duties as assigned.

Qualifications

Associate degree in mechatronic, automation engineering, mechanical/electrical engineering or equivalent with 2 years' experience on automated CNC machines.

Recent experience of installing, repairing and diagnosing problems of automated CNC machines.

Able to read and interpret electrical and mechanical drawings and test equipment.

Excellent verbal and written communication skills.

Demonstrated technical writing skills

Proficiency in Microsoft Word, Excel, and remote communications.

Proficient at working independently and as part of a team in a fast-paced environment.

Self-driven and responsible.

Ability to work under pressure.

Ability to travel as required (local and domestic).

Ability to lift 30 kg.

Valid Driver's License.

Strong leadership skills.

Highly organized.

Meticulous attention to details.

English or Chinese + Turkish languages can be used as working languages.

Local residence permit or working authorization in the local country are required.

Additional Information

Schedule: Monday to Saturday (40-45 Hours)

On call

Overtime

Weekend availability

Linkedin

<https://www.linkedin.com/company/jinan-bodor-cnc-machine-co-ltd/>

Kariyer.net

<https://www.kariyer.net/firma-profil/bodor-laser-turkey-makina-ticaret-limited-sirketi-341161-392273>

Website

<https://www.bodor.com/tr>

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