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# Example of Service Engineer Job Description

Our company is searching for experienced candidates for the position of service engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service engineer

* Build departmental operating system images based off of the foundational images
* Provide technical support and solve problems in your own expertise area via remote or on-site service in any Service category (installation and commissioning, maintenance, repairs, engineering and consulting, advanced services, extensions, upgrades and retrofits, end of life services, replacements)
* Investigate customer needs through professional consulting
* Manage customer relationships and maintains regular contacts with key customers
* Conduct specialist support and advisory service for Sales team
* Prepare all documents and reports to be signed by the customer representative
* Report work done in a timely manner and follows up when needed
* Provide recommendations to management to improve operations and customer service
* Coordinate the work of internal and external technicians and assigns them specific tasks related to Service needs and monitor performance
* Apply safety rules and safe practices environmental responsibilities and report unsafe practices and incidents

## Qualifications for service engineer

* Good English level in reading, writing and speaking
* An individual who has the ability to work autonomously, and has an enthusiastic, energetic and positive attitude while being a supportive team player
* Availability travel overnight up to 25%
* Experience with Cascade Refrigeration, Separation products, and Controlled temperature lab product/instruments
* Bachelor’s degree in engineering required or equivalent experience
* Occasional travel required domestically and/or internationally