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# Example of Technical Service Engineer Job Description

Our growing company is searching for experienced candidates for the position of technical service engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical service engineer

* Coordinate technical visits at customer´s site on a fair and reasonable time response
* Perform investigation on possible causes for misapplication and act proactively to a solution, in order to restore customer´s production
* Create and revise periodically the work instructions for issues investigation and course of actions for problem solving
* Evaluate packaging applications as requested by customers, Sales or Marketing and Product Engineering
* Contribute to the company’s continuous improvement process
* Provide support to our field sales staff, giving pre-sale and post-sale technical guidance
* Technical Support is tasked with resolving problems in the field, both directly to the customer and to the local field service engineer
* Develop and maintain in-depth product knowledge knowledge of underlying technologies
* Act as a technical liaison between the field service organization and the Engineering, Quality, and Manufacturing organizations to proactively identify, define, and prioritize complex product issues and to implement long term solutions
* Demonstrate knowledge of Six Sigma methodologies to identify and define product issues, to develop and implement fixes, and to implement controls to ensure that the issues will not be repeated

## Qualifications for technical service engineer

* You have a good understanding of the production processes in the field of polyurethanes applications
* Excellent skills in building and maintaining relationships on different levels (up to senior management) within the industry internally
* Flexible, open minded attitude
* Have an intensive field experience in Heating Ventilation Air Conditioning (HVACR) of at least three (3) years
* Average to above electrical and mechanical background
* Must be able to effectively and independently function while maintaining a positive energy level in an environment of constantly shifting demands