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# Example of Technical Service Engineer Job Description

Our company is growing rapidly and is hiring for a technical service engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for technical service engineer

* Identify complex service issues, initiate problems solving, document cost, and user impact information to establish priority for corrective action
* Communicate Failure Mode and Effects Analysis (FMEA) to Field Service, Warranty, and Engineering teams in order to define issues and discuss alternatives
* Provide technical input in connection with the monitoring of new mechanical or systems product performance, including participating in reviews to ensure serviceability of new components and products
* Determine root causes of engine system and component failure by utilizing data analysis techniques including Fault Tree Analysis
* Utilize extensive knowledge of 7 Step Problem Solving Process to initiate problem solving and document cost and customer impact information to establish priority for corrective action
* Provide early warning problem identification, technical assistance on hard to diagnose issues, repair quality improvement, and development of distributor and dealer personnel
* Represent Voice of the Customer (VOC) by providing input and data to Product and Service Engineering teams on complex emerging issues
* Communicate complex investigation plans and status of technical solution development with end-user customers
* Analyze engine and/or power generation equipment failures at the component level and collect the relevant data to develop and support the analysis and conclusions by utilizing knowledge of Component Failure Analysis
* Troubleshoot diagnostics problems and make minor diagnostic design changes as necessary

## Qualifications for technical service engineer

* Skills/Competency Required
* Mechanical Engineering, Electornics and Communication, Computer Engineering and other related Engineering Fields
* Working with 3D floor plan rendering is an advantage
* Basic programming knowledge and analytics
* Knowledge in Refrigeration, HVAC and Energy Management Systems
* Excellent English communication skills convey information clearly and effectively both written and oral