



Example of Engineer Service Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of engineer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for engineer service

- Preparation of equipment for on-hire including servicing, repairing, cleaning and testing
- Majors repairs within the workshop when required
- Part of on-call rota (includes evenings, weekends, and bank holidays)
- Resolve all hardware based workstation or laptop issues and document incidents
- Resolve all software based workstation or laptop issues and document incidents in ticketing system
- Create/modify/delete user access and accounts in a timely manner
- Update and close service request tickets under the defined SLA and update the customer when closure has been determined
- Assist customers with password or account lockout issues
- Perform moving of computer equipment and phones to different locations due to employee reassignments
- Document all tasks necessary to install application software or application interfaces either locally or via a packaged build

Qualifications for engineer service

- Communication skills allowing working in the team (internally with the customer)
- Minimum of 5 years of experience in field service within Cooling Systems Industry

- Ability to multi-task on a variety of customer issues to strict time scales and quality standard
- Tertiary qualification in a Scientific (chemistry/physics) discipline preferred
- Experience (> 5 years) in the routine operation and maintenance of LC/LCMS