



# Example of Technical Service Job Description

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Our growing company is looking to fill the role of technical service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical service

- Determines and assist with the professional needs of customers when receiving or placing calls
- Resolves technical issues as part of investigation in customer inquiries
- Responds promptly to escalations received from manager and key customers, escalates unresolved issues as appropriate
- Answers general software questions and how-to's presented by clients
- Builds customer relationships by keeping customers informed of how and when problems are resolved
- Responsible for the operation of in house casting machines at ATC including EHS, daily maintenance, samples preparation & samples testing
- Responsible to visit customer site on start- up training, demonstration, trouble shooting, QC inspection and sample validation trials
- Communication of issues – both internally to client and to customer
- Safety management in heavy industry
- Occupational hygiene

## Qualifications for technical service

- Technical requirements of this position to include aircraft maintenance services, ability to analyze and interpret engineering data, customer knowledge, hydraulic power/actuation systems, payloads systems, propulsion systems, and structural repair
- Experience working with costumers or suppliers

- Routine technical service visit
- To carry out the regular on spot service and related training to customer as required