

SERVICE ENGINEER- Pharma Packaging

BASE – ITI/ Diploma/ B E Electronics or Industrial Automation, Instrumentation, Mechatronics.

Skills & Experience – 3+ years in Field Service preferably from FMCG, Food/Bev or Pharma industry.

Travel Warrior. Always ready to travel on short notice; Pan India and or other countries as per job requirements. Sometimes on Holidays or weekends.

Description:

The role of the Service Engineer is to provide professional after sales service and support for ACE Technologies customers by performing field service installation, startup, repairs and maintenance of high speed inspection and batch coding equipment. The Service Engineer will work within the guidelines, established by the Director of Service & Manufacturing and will follow the established procedures when representing ACE Technologies.

Essential Functions:

Build customer relationship in a professional manner through solution-oriented communications and service, providing both on-site and telephone support.

- Responsible for installation expertise, calibrating, configuring, testing, maintaining, evaluating and troubleshooting, pre-commissioning, commissioning and repair as necessary to associated equipment.
- Must be self-motivated with ability to work & think well independently.
- Perform scheduled and un-scheduled maintenance of equipment and associated equipment.
- Provide installation expertise at customer sites as well as conducting pre-installation assistance.
- Read and review blueprints, plans, specifications and other documentation to prepare for startup, service or troubleshooting any breakdowns.
- Responsible for on-site training of customer personnel and inbound technicians on proper operation and maintenance of their equipment's as per ACE Technologies Standards.
- Work with engineering, project management, spare parts and management groups to resolve escalated problems.
- Provide written service & expense reports to Service Manager on all activities carried out on site and complete all required documentation in a timely manner.
- Properly document, label, and return all defective parts resulting from repair.
- Make technical recommendations to Technician's, Operators and Artisans.
- Work closely with the Service Team & Service coordinator to ensure site work is carried out in the required order, for completion by the required timeline.

- Comply with all safety policies, practices and procedures at all times. Develop and maintain safe habits and practices with regard to safety requirements on site and in the manufacturing facility and report any breaches or concerns on health and safety matters to the Service Manager or HR Dept.
- Ensure all materials, tools and equipment provided to you, are kept safe, and secure. Ensure all are calibrated in good working order to ACE Technologies requirements.
- Assist in manufacturing or engineering with customer projects, as well as unit refurbishment at the customer site or the ACE Technologies manufacturing facility.
- Assist the spare parts department with recommended spare parts and wear parts to existing and new customers.
- Provide technical support to other Field Service Engineer / Technician on the field or in-house
- Overtime may be necessary as work load dictates. This may include weekdays or weekends.
- Must be able to use a computer for creation of reports and data entry required.
- Must be able to use a smartphone and any related applications required for the job or timekeeping.
- Must maintain clean and professional appearance while working with customers, vendors and colleagues.
- Accept other responsibilities as requested or required by the Service Manager or the Company as needed.
- Must participate in training opportunities as determined by the Company.

Required qualifications and skills:

- A Bachelor's degree / Diploma.
- 3+ Years in Service Engineering experience of Packaging Equipment in Pharma Industry.
- Preference: **Blister Packaging, Cartoning, Filling Line and Conveyors.**
- Able to complete projects in a timely manner
- Excellent computer literacy is must and knowledge of visualization would be preferred.
- The ability to work with multiple discipline projects.
- Excellent organizational, time management, leadership, and decision-making skills.
- Strong written and verbal communication skills.