

Job description



Position Title: *Field Service Engineer / Service Engineer*

职位名称: 服务工程师

Department: **Technical**

部门: 技术部

Role Purpose: Plan, coordinate and execute short term, site based, planned and corrective maintenance to ensure the effective operation of Tetra Pak line equipment and excellent customer relations. Qualified to do adjustment and trouble shoot on control systems, improvement of line performance.

工作任务: 计划、实施或配合协同现场短期内的维护、改造或故障排除等工作以保证利乐设备的高效运转及达成良好的客户满意度, 且能够调整或即时修理自动控制系统的问题以确保整线运行性能。

Key responsibilities 主要职责:

- Carries out regular maintenance on customer's Tetra Pak equipment according to TPMS/Tetra Plant Care and ensures a good machine performance after the service.
根据利乐保养手册要求, 针对现场机器进行维护, 并在服务后达到良好的运转性能
- Troubleshoots technical/operation problems on customer's machinery, either by phone or on site.
可以现场或通过电话解决基本技术或操作上的设备问题
- Installs serial machinery and accessorial equipment according to provided layout.
根据布局图能够安装系列设备及附属装置
- Commissions newly installed machinery for its intended purpose.
按照设计目的调试机器设备到指定标准



- Carries-out rebuilding or upgrading of customer's machinery.
能够针对客户现场设备进行改造升级服务
- Carries-out work in the workshop as directed by FSM.
在车间内根据服务经理的指示进行工作
- Gives feedback on possible improvements to the TPMS/Tetra Plant Care service system..
及时反馈有关利乐保养手册的改进意见或其他建议
- Gives technical information or basic training to customer's staff.
向客户传授必要设备技术信息或加以培训
- Suggests improvements to customer's machinery or operation.
为客户设备或操作提供改进意见信息或建议

Requirement 要求

- Bachelor degree or above in Mechanical & Electrical Engineering or Automation
机械工程、电气工程或自动化专业学士学位或以上
- 3-5 years of practical experience in production line maintenance with good hands-on skills.
具备3-5年生产线设备维护工作经验，动手能力强
- General PC skills like PC setup and SW management
具备电脑设置和软件管理的基本水平
- Good command of spoken and written English
良好的英语说写水平
- Open and good team work, can travel frequently
开朗，合作，适应经常出差
- Customer oriented, can work under pressure and solve issues independently
以客户为导向，适应压力下工作，并且能够独立解决问题