

Job Title: Service engineer intern/ trainee at Markolaser

Location: Bengaluru/ Chennai/ Hyderabad/ Gurugram

Job Type: Full-time (Internship/ training)

About Markolaser: Markolaser is an innovative laser engineering brand of Spinks World. Our machines are used in a variety of industries, such as automotive, electrical, aerospace, medical and jewelry. Every day at Markolaser is filled with exciting and challenging opportunities to help create new machines. We are committed to ensuring our customers have the best experience with our machines and services.

Job Description:

The Service Engineer (SE) will be responsible for meeting the installation, service and repair needs of the customer's equipment. Establish and maintain proper business relationships with customers and peers as well as performing necessary administrative duties as required and other duties as assigned.

Responsibilities:

The SE performs the major functions listed below. The position may require additional duties/responsibilities that may not be outlined below, and specific functions are subject to change.

- Basic troubleshooting, installation, maintenance and repair on designated equipment.
- Completing Preventative Maintenance and field modifications.
- Ordering and managing repair parts cycle times.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- Maintaining daily communications with customers to ensure resolution and proper follow-up.
- Utilizing the escalation process to resolve customer service delivery issues.
- Identifying and participating in sales opportunities such as new contracts, contract renewals and system sales.
- Working as a member of the local team to provide efficient service delivery to all accounts within assigned area.

Requirements:

- Bachelor's Degree, Diploma or equivalent in Mechanical/ Mechatronic/ Electrical/ Electronics /Optics Engineering.
- Ability to work under pressure and time constraints.
- Strong communication and interpersonal skills.
- Ability to work independently and in a team environment.
- Excellent problem-solving and analytical skills.
- Fluency in English.
- German and Japanese language will be preferred.
- Willingness to travel as needed.
- Valid driver's license and passport (preferred)
- Capable of conducting technical and sales presentations to key clients.

We offer a competitive salary, commission-based compensation, and benefits package. If you are a motivated individual with a passion for Industrial Laser machines and automation sales, we encourage you to apply for this exciting opportunity.