

JOB DESCRIPTION FORM

Job Title	Electrical Service Engineer
Location	To be defined
Department / Section	Services
Contract Type	Permanent
Reference	JDOP(country)007

Job Core Functions:

Act as field electrical technician for press after press equipment with the aim of carrying out the installation, general repair and overhaul of all equipment sold by the trading branch of the company.

Main Duties

- Carries out the electrical installation of equipment sold by Dynagraph.
- Carries out the general electrical repair of existing equipment serviced by Dynagraph.
- Carries out the electrical overhaul of existing equipment serviced by Dynagraph.
- Carries out inspections and
- Maintains the complete and accurate documentation of service reports and visit sheets that reflect daily work activities.
- Maintains all tools and other equipment used in the function as technician in good working condition and timely maintenance.
- Develops and maintains a good relationship with customers.
- Submits accurate and clear reports about the spare parts required for offer or order to the Service Coordinator.
- Keeps an opened hotline in accordance with the company's regulations.
- Ensure the maintenance of the equipment during the warranty period.
- Ensure appropriate filing and filling of performance sheets.
- Provide timely and accurate feedback to Service Manager, on services.(spare parts inventory)
- Apply and maintain all safety and working procedures as required by management.
- Keep abreast of technical development and innovations

Key Results Area

Timely, accurate, cost effective and high quality service provided to customer

Internal and External Communication Channels

Internally needs to have a close working relationship with Sales and P&B
Need for effective working relationship with customers, vendors

Relationships:

Report directly to Service Manager
Supervise none

Education

The candidate shall have a bachelor or technical degree in electrical engineering

Other Qualifications

- 1-2 years of experience is an advantage
- Good command of English & Arabic
- Solid electrical knowledge
- Ability to read and interpret technical drawing and documentation

Dynagraph

HR

- Ability to persuade/influence others in sensitive /confrontational situations
- Ability to apply software skills and knowledge to our equipment
- Ability to use standard and specialized hand and power tools and measuring equipment

Resources Required

Human:
Equipment: PC, professional software
Others:

Competencies:

• Dependability, and ethical integrity
• Emotional control
• Time management efficiency
• Good analytical, problem solving and troubleshooting skills
• Clear and concise verbal and written communications
• Customer and service oriented
• Ability to carry out detailed written and verbal instructions independently
• Basic Knowledge of IT Tools, MSOffice

Extra Benefits

Disclaimer Clause

Other duties or special projects may be assigned to the job holder as deemed necessary by the work

--