

Title of the position	:	Field Service Engineer
Activity Stream	:	Commercial Service
Role	:	Operational
Attachment	:	Commercial Director Head of the External Intervention Cell
Purpose	:	To assist all customers with the correct operation and maintenance of manufacturers equipment.

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TRAINING AND EXPERIENCE

Academic training: BTS, DUT in Mechanical Engineering + 5 years of experience.
 Experience in industrial equipment maintenance, manufacturing and testing.
 Ability to intervene in a national and international context
 Good writing skills for administrative file management and reporting. Independent and with a strong initiative mind, ability to work independently.
 Have a good understanding of computer tools, and is particularly comfortable with the Microsoft office pack.
 Common practice of using English and French, knowledge of a third European language is a plus.
 With excellent oral, written and well organized communication skills, he/she has the ability to effectively communicate and deliver presentations both internally and to clients of all levels.
 Must be motivated, agree to travel often (50%) and work outside normal working hours when necessary (Could be outdoors 75% of the time). Ready to Travel with a short notice.
 Possessing a solid and versatile technical background, competent in mechanics, electricity, hydraulics and automation: must be competent to troubleshoot complex systems.
 Driving license B and passport valid.

MISSIONS – ACTIVITIES

Manage customer relations on his site.
 Make a relevant diagnosis
 Master the technical elements of the quote (time, parts)
 Act effectively on the site and complete the mission
 Write the intervention report
 Participate in the renovation of equipment
 On request, complete the equipment with new functionalities (electrical, hydraulic)
 Produce training materials for the use of SOVAM equipment, old and new.
 Train customers in the use of equipment in accordance with SOVAM's recommendations.
 Be able to take into account information from different internal and external sources.
 Represent the company on the occasion of customer contacts.

JOB DESCRIPTION

Field Service Engineer

Assist clients in problem solving by providing competent advice, help and information through a variety of media and / or customer visits.

The quality of these interventions must be evaluated by the client and profitable for us.

Develop a constructive and commercial relationship with our customers.

Order SOVAM products from the customer site to ensure that the product fully meets the customer's specifications, that the operators designated by the customer are trained and that the customer has accepted without reservation the ordered item

Research, identify and communicate any competitive information, on customer plans / activities, product perceptions, services and product quality via various communication media such as e-mails, QC questions or written reports.

Evaluate maintenance schedules, condition of SOVAM products, and evaluation of customer use to promote customer acceptance and satisfaction with airport support products and services.

Participate in and contribute to successful ad hoc project management, development of training programs, development and generic problem analysis according to the needs expressed.

Calm attitude in front of the customer.

Manage unexpected or difficult to analyze technical configurations.

Limit customer and vendor liability issues.

Contribution to improvement and innovation

Acquire continuous improvement information on developments in the company's development and products.

Participate in the critical analysis of products in customer service.

Exploit the information taken outside to make them value in a marketing approach.

Formatting an equipment modification by using a drawing software package

Quality assurance

Contribute to the feedback provided by the quality assurance system.

Organization and management

External intervention technicians are authorized to make commitments to customers for a reasonable guarantee and technical support, subject to the confirmation of the manager of the External Intervention Unit.

Record time spent on operations, manually or on computer.

Know-How

Methodological rigor in the management of priorities.

Rigor in monitoring and meeting deadlines

Ability to take initiatives in the face of technical problems and to choose solutions.

Ability to work with client teams or independently

Adaptation to the cultural environment

Good communication skills

Ability to ensure the smooth flow of information

Ability to discern the limit of his knowledge to use the necessary skills with other qualified personnel when circumstances dictate.

JOB DESCRIPTION

Field Service Engineer

GENERAL TERMS AND CONDITION OF EMPLOYMENT

In customer maintenance facilities, often in a secure airport environment during periods of extreme heat or cold. The rest of the time the function is done in an office.

Requires good physical condition: carrying loads up to 30Kg, climbing ladders, working in a maintenance unit for several hours in a row.

The candidate must inform SOVAM of any serious injury prior to his recruitment at SOVAM.

Must be an ambassador for Sovam when on company business.

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