

<b>Job Reference</b>	<b>AURA\SR\SRE\09\2014</b>
<b>Closing Date</b>	<b>20<sup>th</sup> October, 2014</b>
<b>Job Position</b>	Service Engineer
<b>No: of Vacancies</b>	6
<b>Job Location</b>	All over Kerala
<b>Experience Required</b>	2-5 years Experience in Heavy diesel Engines and / or generator sets of Cummins, Leyland, Mahindra, Kirloskar, CAT etc
<b>Candidature</b>	Men & Women
<b>Job Purpose</b>	We are seeking an experienced Field Service Engineer for diesel engines and generator sets in Kerala. This position assumes a key role by being the front line assistance for our customers at every stage including start-up and commissioning of equipment, performing planned maintenance, monitoring performance, as well as responding to emergencies and breakdown calls on a 24/7 basis.
<b>Job Duties</b>	<ul style="list-style-type: none"> <li>✓ Provide on-site installation, validation and commissioning of engines / equipments.</li> <li>✓ Performs on-site troubleshooting, service and repairs of engines / equipments.</li> <li>✓ Provide high quality technical support to customers at their location within the stipulated response time.</li> <li>✓ Provide on-site training to the customers on operation and maintenance of their equipments.</li> <li>✓ Provide tailor made contract service solutions to customers and ensure maximum customer in fold.</li> <li>✓ Communicate and support cross functional work teams such as customer support / services and marketing / sales</li> <li>✓ Create and maintain information about services done in the company enterprise database.</li> <li>✓ Handle field service calls and issues arising out of field service visits in a timely and professional manner.</li> <li>✓ Complete and submit all required paperwork on time.</li> <li>✓ Communicate with the customer to ensure satisfaction and implement any necessary corrective actions.</li> <li>✓ Other miscellaneous duties commensurate with the capabilities of a Field Service Engineer.</li> </ul>
<b>Skills &amp;Qualifications</b>	<ul style="list-style-type: none"> <li>➤ The desired person must be willing to travel, be able to work under pressure and have strong work ethics.</li> <li>➤ A Diploma / Bachelor degree or equivalent technical qualification in electrical / mechanical engineering is preferred.</li> <li>➤ Experience in service and maintenance of high-end diesel engines / equipments / alternators / generator sets is a must.</li> <li>➤ Candidates with experience and/or training in Cummins / Mahindra / Ashok Leyland / Caterpillar / Deutz /Greaves / Simpsons / Tata diesel engines will be given preference.</li> <li>➤ Working knowledge of MS Office suite (Excel &amp; Word) and internet / mobile based software will be an added advantage.</li> </ul>