

Customer Engineer, Thermal

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Company: Vertiv

Location: Indonesia

Category: other-general

Who we are:

Nearly all aspects of our lives involve the use of technology. It is how we work and play and do anything in between. This connectivity or use of data is built into the very fabric of our society. It is vital to human progress. Vertiv believes there is a better way to meet this accelerating demand for data — one driven by passion and innovation.

As industry experts and Architects of Continuity, we collaborate with our customers to envision and build future-ready infrastructures. We leverage our portfolio of hardware, software, analytics, and services, to ensure our customers' vital applications run continuously, perform optimally, and scale with business needs.

Why Join Us?

Meaningful and Fulfilling Work

Inspiring and Caring Leaders

Global Talent Center

Recharge Your Potential

JOB SUMMARY:

To assist the Operations Manager, Thermal to carry out the company's commitment and promise delivery of service level to the customers.

To carry out maintenance, start-up, testing, commissioning, troubleshooting, repairing and retrofitting of air conditioning systems.

To assist in the cost evaluation required for “time & material” repair quotation.

RESPONIBILITIES:

Assist the Operations Manager, Thermal to carry out the company’s commitment and promise delivery of service level to the customers.

To provide technical support and assistance in the cost evaluation for “time & material” repair quotation.

To assist in the cost evaluation required for “time & material” repair quotation.

Exercise a professional and customer oriented approach with a service level reflecting Vertiv as a company of world class quality.

Participate and contribute to the training, supervision, motivation and development of the senior technicians and technicians for continual improvement and optimized performance.

Keeping up to date the knowledge and application of company products/services.

Continually developing and improving himself as a service professional by self analysis, reading, benchmarking against the best in the industry and practicing.

Accountable for delivery professional and quality Service which meet the customer’s expectation.

Make Vertiv to customers preferred choice as trusted business partner by delivering quality and services on time.

REQUIREMENTS:

Minimum University Degree.

Excellent knowledge in air-conditioning.

Minimum 2 years’ experience in Service Engineer position.

Computer literacy.

Good communication skills both towards customers and internally.

Analytical, reliable, hardworking, strong commitment to excellence.

Customer orientated team player and self-motivated, creative, analytic and innovative.

Good leadership to coach and guide technicians.

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