

Indonesia Jobs Expertini®

Sales and product service Published: 16 Apr 2024 Technical Advisor West Nusa Tenggara, Indonesia

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Company: Sandvik Group

Location: Indonesia

Category: other-general

Sandvik Mining and Rock Solutions is a business area within the Sandvik Group and a global leading supplier of equipment, tools, services, support and technical solutions for the mining and construction industry, and our operations and organizations are spread around the globe. We offer you a world of opportunities and our diverse businesses and cross-border networks enable you to explore your potential and thrive.

Job Summary

Sandvik is seeking applications from motivated individuals for Technical Advisor based in Batu Hijau, Sumbawa. The role is responsible for important customer assignments to perform systematic fault finding and providing prompt, correct and safe solutions. Working closely with customers, using a specialist understanding of their needs to act as a trusted advisor and determine appropriate solution, and report important product cases into the EQ Division systems. Obtain customer satisfaction by installing, repairing, inspecting, and commissioning service while taking customer and Sandvik consideration into account. Keep up the specialist level technical product knowledge and skills of specific Product Line / Division Products.

MAIN RESPONSIBILITIES

MAINTENANCE AND REPAIR Maintenance and Repair Specialist (Troubleshooter). Independently conduct advanced and specialized inspections, fault finding, installations, repairs, adjusting/fine tuning and commissioning of products and equipment at customer site or own premises. Determine the best approach, considering energy efficiency, environmental impact and maintenance costs when providing customer support. Perform complex troubleshooting and repairs independently and provide technical feedback on important issues to TIM/TFM/CPI systems. (TIM = Technical Issue Management, TFM = Technical

Feedback Management and CPI =Continuous Product Improvement process.)Complete analysis of failed product and report on any abnormalities to the relevant party (e.g. Service, Product Support or PSSR).Function as first line support for helpdesk issues & technical support in Sales Area.Operate equipment proficiently to be able to test and diagnose issues independently.Conduct and support warranty investigation.Technology and automation: Setup equipment connectivity to customer network, commission and setup onboard automation, troubleshoot basic offboard automation and provide technical feedback to automation specialists.Commission new launch products with different applications and solve relevant issues independently.Use deep knowledge of the tasks, tools, and procedures in providing technical support to the customers.PLANNING AND REPORTINGTechnical data management.Actively drive digitalization and develop digitalized data capturing and reporting.Report on installation, maintenance and repair work and make recommendations to improve processes or advise customer, based on findings and observations.CUSTOMER VALUE ADDSupport the customer's product/application/competency by advising on possible upgrades to more advanced solutions and products.Use deep knowledge of the tasks, tools, and procedures in providing technical support to the customers.Perform adjustments and fine tuning of systems for customer equipment.Conduct products start up and testing within client commissioning services.Collaboration and customer support at regular customer meetings, being the 1st point of contact and delivering presentations & reports as per contract requirements.COLLABORATION WITH PARTS & SERVICES AND EQUIPMENT DIVISIONSWork closely with both Parts & Services in front line and Equipment division's Technical Product Support.Source and join technical training courses and assessments of Divisions.Ensure technical information and knowledge sharing between Equipment division and Sales Area, together/aligned with Product Masters.Run new product training/coaching course for colleagues.Function as first line support for helpdesk issues & technical support in Sales Area and organize corrective action campaigns and follow up the completion in Sales Area.Collect technical feedback and provide feedback to Product Masters/EQ Division Product line.SUPERVISION/ACT AS A COACHGuide, coach and train technicians in service methods and tools and monitor the quality of their maintenance work.Transfer operating and maintenance practices to customers and colleagues.Explain system functionality and interaction of hydraulics / mechanics / electric / automation / pneumatics / materials to service technicians or (in basic terms) to customers and operators.HEALTH & SAFETYDevelop routine work procedures (using the tools

provided), according to safety standards. Prepare and execute all activities in line with EHS and Quality, regulations, procedures, instructions, guidelines, and promote awareness, including addressing unsafe activities to others. Follow the necessary Take 5 and risk assessment procedures. EXPERIENCE & QUALIFICATIONS > 6 years experiences Sandvik Equipment and technology > 3 years advanced troubleshooter experience Formal University qualification e.g. Mechanical / Electrical Engineering preferred. Proficient coaching experience Experience in Mining, Construction or Engineering industries. Only candidates who meet the qualifications will be processed. Our Culture We conduct business in a sustainable and responsible manner. To achieve this, we always act in line with our high ethical standards. Putting safety first and always showing consideration for the environment and the communities in which we operate. Finally, we care about others and build relationships based on honesty, respect and trust. At Sandvik, we recognize that we are strengthened by diversity. We are committed to providing a work environment in which everyone is included, treated fairly and with respect.

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