

ThermoFisher

SCIENTIFIC

Job Title: Technical Support Engineer (Web Gauge)

Work Location: Hybrid. Near Suseo Station (12FL, Suseo Office Building 281, Gwangpyeong-ro, Gangnam-gu, Seoul, 06349, Korea) & Remote

Job Description

As Technical Support Specialist representative in this position, responsible for delivering and build service perfection over and above our customer expectations.

- ✓ Represents our company in a positive, professional manner in looking after Thermo Fisher Scientific customers, both external and internal.
- ✓ Record and document customer issues using the Salesforce Case Management system.
- ✓ Deliver technical support and/or training to customers to help improve product user experience and drive Thermo Fisher customer experience scores.
- ✓ Provide Field Service support on a case-by-case basis and coordinated with the Field Service Team.
- ✓ Own product related cases and proactively provide solutions to customers.
- ✓ Drive continuous improvement using our Practical Process Improvement Business System.

Minimum Education & Experience Requirements

- ✓ Diploma or equivalent education preferable in electronic or electrical engineering.
- ✓ Electronic and Electrical knowledge (such as PCB) in professional or academic experience
- ✓ Problem solving skills passionate about electromechanical, software and application issues independently and with global team.
- ✓ Field service experience or customer related experience in technical area
- ✓ Excellent interpersonal communication both written and oral in English/Korean

Nice to have

- ✓ Analytical device related experience is a plus - such as Web Gauge, Thickness Gauge
- ✓ Software knowledge is a plus – such as Python, Matlab, C++, OPC, Wonderware
- ✓ Knowledge in Lithium-Ion Batteries industrial process is a plus

Others

- ✓ Ability to work effectively with customers and colleagues in difficult and stressful situations
- ✓ Customer friendliness and a professional manner
- ✓ Proficient in MS Office 365.
- ✓ Willing to travel (both domestic and internationally) up to 15%
- ✓ Valid driver's license (Not mandatory)

Application Process

하기 링크 접속 ▶ Apply 버튼을 클릭 ▶ 영문이력서 접수

<https://jobs.thermofisher.com/global/en/job/R-01255055/Technical-Support-Engineer-Web-Gauge>

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