
Job Position: Technical Service & Support Executive/ Product specialist

Job Summary:

We are seeking a technically skilled and customer-oriented **Technical Service & Support Executive** to install, maintain, and repair **analytical instruments** such as HPLC, GC, UV-Vis, FTIR, Mass Spectrometers, and other precision analytical systems. The FSE will play a critical role in ensuring the optimal performance of equipment at client sites, while providing exceptional service and support.

Key Responsibilities:

- **Installation & Commissioning:** Perform onsite installation, calibration, and validation of analytical instruments in accordance with manufacturer specifications and customer requirements.
- **Preventive Maintenance:** Conduct routine preventive maintenance and system checks to ensure high instrument uptime.
- **Troubleshooting & Repair:** Diagnose hardware, software, and system issues and perform necessary repairs or coordinate with internal resources.
- **Customer Training:** Train end users on proper operation, basic troubleshooting, and routine maintenance of the equipment.
- **Technical Documentation:** Maintain accurate service reports, calibration records, and customer communication logs using CRM or service software.
- **Compliance:** Adhere to industry-specific regulatory standards and maintain accurate service documentation for audit readiness.
- **Support Sales & Application Teams:** Provide feedback on customer needs, assist during demos or product trials, and escalate product issues as needed.
- **Spare Parts Management:** Manage parts inventory and ensure proper usage and reporting.
- **Customer Relationship Management:** Develop and maintain strong relationships with customers to ensure satisfaction and repeat business.

Required Qualifications:

- Bachelor's degree or diploma in Science or a related technical discipline.
 - 0-2 Years
 - Strong understanding of chromatography, spectroscopy, and laboratory workflows.
 - Excellent communication, interpersonal, and time management skills.
 - Willingness to travel extensively
 - Valid driver's license.
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Location: PAN INDIA

Department: Service & Support

Employment Type: Full-Time