

SEW EURODRIVE		HUMAN RESOURCES JOB DESCRIPTION	Reference No. 6241	Next Review Aug 2023
SEW EURODRIVE INDIA PVT. LTD.			Edition No. 0	Date (YY.MM) 27.01.11
JD	Human Resources		Compiled By Br.Mgr	Approved Rg.Mgr

POSITION : ASSISTANT MANAGER– BRANCH TECHNICAL SUPPORT (D&A)
EXECUTIVE – BRANCH TECHNICAL SUPPORT (D&A)

WORK LEVEL: 04

RESPONSIBILITY:

1. Service visit to customer site for commissioning of inverters.
2. Visiting customer site to identify new applications and potential for solutions business.
3. On line (Thro. Telephonic conversation) service support to customers / branch engineers on service / Commissioning of electronics.
4. Onsite service of SEW's electronics products and resolving the complete problem in time.
5. Preparing SRF for service issues and co-ordination with plant service engg for the units coming to plant for further service. Ensure to complete the service process on time.
6. Maintaining Service documentation for all Service conducted.
7. First line of contact for Germany on information related to application & technical support of electronics products – Jointly (Manager D&A).
8. Application engineering – Developing new application's for complete drive management-jointly (Manager D&A).
9. Assisting the repair department on Critical issue/ crisis situation.
10. Technical support for switching cabinets through local vendors according to the customer requirement.
11. Training on & off the customer site and SEW employees on service and application development.
12. Responsible to maintain documents and records as per QMS procedure of the department

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AUTHORITY:

1. Planning & execution of Electronics Service Job on site depending upon Priority – Jointly (Manager D&A and respective Branch manager).
2. Decision on replacement of the components at the time of attending the job. Jointly (Manager D&A).
3. Authority to certify the warrantee cases at site. - Jointly (Manager D&A).

DIMENSIONS:

Area : Region assigned
Direct Reporters : 0
Turnover : 10 lakh service revenue per year,
40 service jobs per year
8 to 10 new application projects in a year

PROFILE:

EDUCATION : Graduate in Electrical/Electronics engineering from reputed institute
EXPERIENCE : Minimum 2 years and above in the field of drives and automation. Should have experience in service or maintenance in drives and automation products
SKILLS REQUIRED : Service / repair Skills, Customer relationship management, Communication skills.