



## **FIELD SERVICE TECHNICIAN – Asia Pacific Region**

### **Job Description**

Optomec Asia Pacific is looking for a dynamic Field Service Technician to support our customers and distributors in Asia Pacific.

The position will be based in Singapore to complement our growing APAC support team.

This is an opportunity to be part of Optomec's growth strategy in the region.

#### **What a Field Service Technician does:**

The Field Service Technician (FST) is the last cog in the cycle to serve our customers and will be required to:

- Install and/or service the Optomec systems (LENS and Aerosol Jet -- 3D Technology);
- Train our customers and support our distributors in Asia Pacific on how to operate their system;
- Follow up with customers to ensure ongoing support.
- The FST must establish and maintain good relationships with our customers and distributors
- Proactively identify and investigate problem areas, find solutions, and suggest improved methods and techniques for operational functionality.

#### **What you need to bring to the table:**

- Extraordinary customer service skills
- Experience with troubleshooting of machines - electrical and mechanical
- Knowledge of different types of tools
- Proven customer training skills
- Previous experience with installation of equipment
- Communication skills
- Knowledge of additive manufacturing (this is a plus).
- Fluent in Mandarin or another Asian Language is preferred

#### **What you should bring to the interview:**

- Examples of past experience and how these parallel to this position.
- Tell us what you know about the difference between an Aerosol Jet and a LENS system. (added plus!)
- Willingness to learn and travel to accomplish the main elements of the position. Must be willing to travel 50%- 75% of the time.

Candidate must be Singaporean or PR

Job Type: Full-time

This is a full-time regular position eligible for benefits. Competitive salary offered.

Submit your resume today!

Job Type: Full-time

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## Application Questions

- How many years of 5-axis CNC /Motion Programming experience do you have?
  - How many years of customer service experience do you have?
  - How many years of manufacturing knowledge experience do you have?
  - How many years of Mechanical and technical field service experience do you have?
  - How many years of technical customer support and training experience do you have?
  - How many years of Troubleshooting complex systems experience do you have?
  - How many years of Master Cam experience do you have?
  - Do you speak Fluent in Mandarin or another Asian Language?
  - What is the highest level of education you have completed?
  - Do you reside in Singapore?
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Please submit your resume to the following emails and answer the questions above in your cover letter.

[enevile@optomec.com](mailto:enevile@optomec.com)

[ppierra@optomec.com](mailto:ppierra@optomec.com)

[dsaya@optomec.com](mailto:dsaya@optomec.com)

***Thank you for your interest in our FIELD SERVICE TECHNICIAN position with Optomec.***