

Industry Technical Engineer

Location : HCMC Branch Office
Report to : TM Industry/ Sealing & Bonding Manager

Overall responsibilities:

Assist the TM Industry Manager in transferring product technology to Technicians and Sales staff. Ensure an excellent level of technical service is provided to customers.

Specific Duties:

A. Technical service:

1. Provide technical service / support in terms of technical application, troubleshooting, analyze and resolve technical issues related to Industry Products.
2. Handle / follow-up complaints on technical related issues and refer major ones to Manager;
3. Conduct line trials at customer sites.

B. Testing and lab practice:

4. Perform product testing following defined standards TDS;
5. Manage testing reports;
6. Provide product failure analysis and solutions;
7. Co-operate with other technical-in charge in Sika to develop / adjust new products / formulations based on customer's requirements.

C. Technical supports:

8. Provide technical support to business team, co-ordinate in presentation/ seminars and workshops;
9. Collect technical trends, competitor activities on the technical aspects;
10. Prepare and keep updated professional documentation of all technical activities and trials carried out in-house and at customer site;
11. Strictly follow internal quality requirements, Sika and EHS requirements; report any areas of concern to Manager.

Minimum Requirements:

- Degree: preferably in Mechanical Engineering, Chemical.
- Min two years' experiences in technical field, working with chemicals, production line or QA/QC department; experiences in automotive, bus, or transportation industry, but also candidates with technical service experiences from engineering fields are welcome.
- Good interpersonal and communication skills. Must be able to do external and internal products and application training; trouble shooting at customers sites.
- Ability to present to customers and dealers.
- Willing to travel domestically.
- English Speaking and Writing skills are required.