

SEW EURODRIVE		HUMAN RESOURCES JOB DESCRIPTION	Reference No. 7141		Next Review June 2018	
SEW EURODRIVE INDIA PVT. LTD.			Edition No. 1		Date (YY.MM) 01.07.15	
JD	Human Resources		Compiled By DB/PR		Approved By SV Issued By KB	

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

WORK LEVEL : 4

RESPONSIBILITY :

1. Service visit to customer site for commissioning of inverters.
2. On line (Thro. Telephonic conversation) service support to customers / branch engineers on service / Commissioning of electronics.
3. Onsite service of SEW's electronics products and resolving the complete problem in time.
4. Maintaining Service documentation for all Service conducted.
5. First line of contact for Germany on information related to application & technical support of electronics products – (Jointly Manager D&A).
6. Application engineering – Developing new application's for complete drive management-(jointly Manager D&A).
7. Assisting the repair department on Critical issue/ crisis situation.
8. Technical support for switching cabinets through local vendors according to the customer requirement.
9. Maintain the Service center and all the required tools, tackles, equipment in good working condition and timely maintenance/ calibration of the same.
10. Training on & off the customer site and SEW employees on service and application development.
11. Maintenance of Quality Manual System

AUTHORITIES:

1. Planning & execution of Electronics Service Job on site depending upon Priority – (Jointly Manager D&A).
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 or in-house. – (Jointly Manager D&A).

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DIMENSIONS:

- 1) 40 service jobs per year
- 2) 8 to 10 new application projects in a year

PROFILE:

EDUCATION : BE Electrical / Electronics from recognized institute

EXPERIENCE : Min. 2-3 years in the field of Drives & Automation.

SKILLS : Service or maintenance in drives and automation products. Good Communication Skills would be an added advantage.