
JOB DESCRIPTION

JOB TITLE Service Engineer

DEPARTMENT Service

DATE:

PURPOSE OF JOB

To maintain, service and repair robots, robotic systems and peripheral equipment.

DUTIES AND RESPONSIBILITIES

DETAILS

To maintain, service and repair robots, robotic systems and peripheral equipment.

To provide on-going customer service (mainly in the UK but can be abroad)

Customer service

To assist in all aspects of customer care

Technical support

To provide technical assistance, both by telephone and by visit to customer site

Customer training

Training of customers in operating, programming and maintenance techniques.

Any other related duties as required by the Customer Service Manager

It may be necessary to provide assistance in other departments.

RELATIONSHIPS:

Responsible to the Customer Services Manager for overall performance.

PHYSICAL CONDITIONS

Will involve extensive travel within Sweden and occasionally abroad.

