



Job Title:	Printer System Support Engineer	Job Category:	Product Support
Department/Group:	Operations	Location:	Singapore

Job Purpose:

Be the technical support and issue resolution lead for troubleshooting, containing and resolving printing system issues escalated by Memjet customers and Memjet partners. Provide the technical expertise to ensure excellent customer experience and minimal warranty exposure

Job Description:

External facing: Be the Memjet technical focal point for Memjet Customer Support team. Priority will be to provide a contingency solution for customer’s issue followed up by identifying the system or sub- system assignable cause. Subsequently be accountable for the timely resolution and roll out of fix to customers via Customer Support team. Will be responsible to ensure customer experience and minimal warranty exposure from a technical perspective.

Internal facing: Provide system interaction expertise for resolution of internal factory issues working with internal and manufacturing partners.

Responsibilities:

- Be the printing system expert – provide sub-system interaction expertise in issue resolution
- Focus on being the printer customer champion and providing timely and robust interim and long term solutions for MJ printer system issues
- Develop & sustain robust printer system troubleshooting and decision tree process to enable efficient, rapid and accurate customer support.
- Develop and provide printer system technical training and support to Memjet Customer Support team and customers where required.
- Support internal and manufacturing partners with printer system expertise in internal issue resolution.
- Setup systems & processes to proactively review, assess and address potential system issues to ensure excellent customer experience and minimal warranty exposure.
- Drive cross functional technical teams to deliver to the customer experience and warranty metric.
- Significant travel will be required for this role.

Skills/Qualifications:

The successful candidate will have extensive hands on experience in printer system technical support at expert or manager levels. Job level will be dependent on past experience.

- Degree in Engineering from an accredited university with 8-10 years experience in Printing System Engineering or Technical Support in printer industry.
- Demonstrated experience working with Chinese contract manufacturers and worldwide customer base.
- Excellent and demonstrated troubleshooting and issue resolution skills.
- Experience in developing decision trees and printer system troubleshooting guides
- Excellent communicator and leader
- Ability to speak and write Mandarin a plus