

Service Engineer

A. Company Introduction:

B. Braun Vietnam, a subsidiary of B. Braun Melsungen AG Group - one of the world's leading manufacturers of medical devices and pharmaceutical products and services - now operates one of the largest medical complex in Vietnam and has become a prestigious trademark in Vietnam healthcare market. With more than 1,400 employees nationwide, we develop high quality “made in Vietnam” products, especially our infusion solutions, dialysis solutions and plastic medical instruments have widely been used and appreciated in international and domestic markets. Every service provided by B. Braun Vietnam incorporates the entirety of our knowledge and skills, the company's deep understanding of users' needs and extensive expertise. Our mission is to PROTECT and IMPROVE the health of people around the world. Let's become a part of the B. Braun family and share your expertise.

www.bbraun.com.vn

B. Job function:

The position holder will demonstrate accountability for implementing company's after sales service, acting as service representatives to make sure that all the safety requirements & good operation of products are met.

- Carry out service, installation, maintenance, and reparation of designated product range as assigned by Manager
- Technical Service following WS working principle to ensure customer satisfaction in terms of quality, timeliness and service mindset
- Provide out of hours technical service support and complete individual mandatory weekend work provision
- Attend product training courses (Vietnam and abroad) and work towards completion of professional certificates in order to build competence in providing technical assistance and support to customers
- Consult and train users for smooth operations of the products. Be able to articulate technology and product positioning to both business and technical users.
- Co-operate and support other departments for product demonstration at seminars, exhibition events (if any)
- Receive and handle all complaints from customer
- Escalate as appropriate situations where customer satisfaction is compromised or contractual obligations are unlikely to be met
- Complete all personal administration in a timely and accurate manner

- Feedback to relevant internal teams for necessary action should any customer complaints arise or any movement in the market and competitors.
- Report all service activities to direct report line manager

C. Job requirements:

- Bachelor's or Engineering Degree, especially in Medical Equipment, Biomedical Engineering, Electrical/ Electronic with 1-3 years of working experience
- Have experiences in technical services of Medical Devices (Installing, Service after sales)
- Creative & hard working
- Willing to work in field

D. Strive for more...

Motivated and competent employees are our most important assets. We are committed to invest in our people, through continuous career development, on-the-job training and professional qualifications. The opportunities are endless at B. Braun, as we are in a continuous growth phase. You can really drive your own career here and are trusted to do a fantastic job.

Whatever role you are in, you are in some way, shape or form contributing to protecting and improving the health of people around the world. Our team love that they genuinely make a difference!

E. How to apply

Please send your updated CV to: recruitment.vn@bbraun.com

F. For more information, please visit:

 www.bbraun.com.vn

 www.facebook.com/bbraunvn

 www.linkedin.com/in/bbraunvncareer/

Or contact our Hotline: +84 24 3357 1616 (Ext. 1129)

“Candidates are always welcome at B.Braun Vietnam. We are an equal opportunity employer and commit to ensure fairness and transparency during selection process as well as in your development later on with us”.