



JOB CODE: GSJ-O-210428-071

Service Technician Mechanics 包装機械のサービス・テクニシャン

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医薬品や化粧品などの包装梱包機械分野のリーディングカンパニーであるドイツ企業が、サービス・テクニシャンを募集しています。

THE COMPANY

The company with its headquarters in Germany, teams with its subsidiaries to design and build packaging equipment for pharmaceutical, consumer, non-woven, and life science products - from single standard machines to complete complex turnkey systems. They are the worldwide leader in packaging technologies for many fields. Founded in 1922, the family owned, and operated business is in its third generation with a global turnover of around Euro 420 m and employs a workforce of 2.650 at its 19 international sites. An export share of over 85% is indicative of the company's international standing. In the branch of consumer machinery, the company develops and implements a comprehensive range of equipment, from single standard machines to complete systems for the food, cosmetics, and chemistry industries, with additional features such as robotic handling and assembly, cartoning, plastic bag packaging, and cleaning and hygienic functions, depending on the specific application.

For the local support of their customers' site in Tsukuba (Japan) we are looking for a Service Technician Mechanics.

KEY DUTIES

1. Installation and maintenance of best-in-class industrial filling and packaging machines imported from Europe at customer sites in Japan for the cosmetic industry, ensuring installation & commissioning is conducted according to manufacturer's specifications.
2. Consultation with customers and suppliers' supervisors to plan and carry out installation and commissioning of equipment/machines.
3. Operation of supplied machinery in order to analyse malfunctions, consultation with suppliers' technical help desk by phone and/or online through internet connection and resolving the issues as required.
4. Conducting regular maintenance work of delivered machines, support and communication with customers' factory engineers and machine operators.
5. Proposing necessary maintenance work and/or spare parts supply to customers.
6. Studying and reviewing machine manuals and specifications, ensuring customers understand important points by providing training to customers, their engineers and interested parties.

7. Establishing good communication within the company's service team and consulting headquarters Service team to resolve machine problems in system operations and maintenance.
8. Training of the customers' personnel on site.
9. Reporting to the the company's Service Account Manager based in Japan.

QUALIFICATIONS/SKILLS

1. Graduation from relevant studies or apprenticeship in Mechanical Engineering, Industrial Mechanic or similar.
2. Minimum of 5 years' experience in service engineering or maintenance work role in Japan as well as a long term commitment to the company.
3. Industry experience preferably as a mechanical engineer in a semi-sized company in the packaging or automotive industries.
4. Ideally strong trouble-shooting skills and experience in machine maintenance, both mechanical and electrical.
5. Ability to read maintenance manuals, wiring diagrams, and electrical/hydraulic/pneumatic drawings.
6. High proficiency (business level) of English in written and verbal communication.
7. Ability to work both in a team and alone, good self-organising skills.
8. Ability to work under pressure and hands-on-mentality in order to analyse and solve machine troubles and explain/consult about the after care of the supplied machinery.
9. Ability to operate a computer, regular media skills are required.
10. Strong interpersonal and communication skills including intercultural competency and knowledge of different mentalities (European suppliers).
11. Strong service mentality, focus on customer care and proactive personality.
12. Assertive, decisive, and dynamic personality.
13. Mature personality.
14. Willingness to travel within Japan and overseas.
15. Driver's License.

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Employment Type: Full-time

Position: Service Technician Mechanics

Location: Tsukuba, Ibaraki

Remuneration: JPY 6 - 8m (The annual compensation is fixed and will be based on qualifications and experience.)

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