



JOB CODE: GSJ-O-220601-089

Software & Service Engineer ソフトウェア & サービスエンジニア

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静的材料試験機の分野で160年以上に渡り業界を牽引してきた欧州企業が、ソフトウェア&サービスエンジニアを募集しております。

The company is a global leader in the field of static materials testing machines. In the area of dynamic testing, they have been successfully providing solutions for fatigue testing systems for decades. They also offer innovative BUP sheet metal testing machines, hardness testing machines and instruments, extrusion plastometers for melt index determination, and products for impact testing.

Their machines are used in research and development and quality assurance in more than 20 industries. Our experts have a detailed understanding of the individual requirements of the different industries and meet your specific testing needs with state-of-the-art solutions.

The Group employs almost 1,650 employees worldwide--many of them for years or even decades.

The Position:

The Software & Service Engineer will provide the best and timely services to the customers to create a seamless experience and provide passionate customer orientation. The Software & Service Engineer will take care of installation, commission, user training, troubleshooting, repair, calibration and annual maintenance contract services of the products with a major focus on Software Development. The Software & Service Engineer will work independently, utilizing training and experience to determine the best course of action to provide the best solutions to satisfy the customers.

Job Responsibilities:

Except for calibration jobs, the job scope of a Software & Service engineer follows the same as a Service Engineer but with major focus on the following:

1. Understand the IT infrastructure of the customer who needs HOST connection service to the company's testing system
2. As per the customer needs, create HOST connectivity protocol, User Interface, database, and other required programs
3. Maintain and overhaul these programs as a regular service job upon the customer's request.

4. If needed, discuss with The Group's production entities, and find optimal solutions for customers

Service:

1. Installation and commission of the machines and instruments
2. Creation of test setup & results as per customer's testing requirements
3. Train users on proper and safe handling of machine & software
4. Complete the Final Acceptance and Test protocol with user after installation and commission and, timely submission to the Service Manager and Administrator for warranty execution and invoicing to customers
5. Servicing of the machines and instruments at customer sites
6. Performing regular maintenance visits for Annual Maintenance Contract (AMC) orders
7. Timely submission of service reports and checklists to the Service Manager and Administrator for invoicing to customers
8. Warranty / breakdown support of installed machines and instruments
9. Analysing faults / failures with mechanical, hydraulic, pneumatic and electrical components
10. Determine nature and scope of fault / damage and advise customer with the proper follow-up procedures for procuring spare parts or arranging warranty replacement parts in accordance with commercial considerations
11. Provide demonstration at customer sites to existing and new customers
12. Advise customers regularly for spares & consumables of the machines and instruments for smooth operations
13. Discuss and advise the customer on new
14. Follow up with Sales Engineers for timely submission of spares, consumables and accessory proposals to the customer.
15. Planning of customer visits in consultation with Sales Engineers
16. Utilize the CRM system to actively manage all service jobs
17. Continuously develop and maintain knowledge and expertise of the Product Portfolio and Applications to enhance confidence and service effectiveness.
18. Coordinate with technical team in Germany, if needed, to provide solutions for customers
19. Performing calibration as per calibration job orders from customers

Education:

- Diploma or Bachelor Degree in Engineering (Mechanical / Automation / Instrumentation / Any Engineering)
- Diploma or Bachelor degree in IT (Information Technology)

Experience:

1. Minimum 2 years of experience in servicing of materials testing machines and instruments
2. Working experience in applications/software development for materials testing machines
3. Working experience in measurement and analytical instruments or materials testing would be advantageous

Requirements:

1. Basic knowledge of materials testing and properties.
2. Basic knowledge of hydraulics and pneumatics.
3. Proficiency in applications / software development for materials testing
4. Experience in customer support activity of materials testing machines
5. Proficiency with PC software
6. Good communication skills
7. Good knowledge of MS Office programs
8. Ability to work independently
9. Goal-oriented and has a flexible approach to work
10. Ability to work under pressure
11. Willing to travel to attend to customer complaints
12. Willing to undergo continuous re-training
13. Proficiency in English and Japanese
14. Proficiency in German language would be advantageous
15. 70% travel requirement
16. Valid driving license

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Employment type: Full-time

Position: Software & Service Engineer

Location: Shin-Yokohama

Remuneration: JPY 6 - 9 m

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