

Service Engineer bij National Oilwell Varco (0 EUR)



Locatie **Zuid-Holland, Groot-Ammers**
<https://www.advertentieX.nl/x-301995-z>

NOV Elmar is the global leader in the design and manufacturing of wireline products for slickline and electric line applications and is a subsidiary company of National Oilwell Varco Int. (NOV). NOV Elmar has over 800 people spread across 16 different countries providing global support to our clients. Currently there is an opening within the location Groot-Ammers for



Service Engineer

The Service Engineer is authorized to handle all client enquiries on behalf of the company and reports to the Service After Sales Manager.

Responsibilities:

- Visits to client offices and locations as required.
- Providing service, training and/ or commissioning of products to customers worldwide where necessary.
- Ability to prepare accordingly for the planned service intervention, including but not limited to:
 - a. Familiarization of the product and the service requirements prior to Service Intervention.
 - b. Self-study, in-house training on product line
 - c. Checking unit documentation
 - d. Periodic testing of units
- Ability to close out service intervention by following up on parts, open service issues etc.
- Ability to prepare a proper Service Report and document any and all repairs, modifications and changes

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- Liaise with QA on service quality issues.
 - Provide feedback to customer on all quality enquiries.
 - Assistance with the design and implementation of Departmental Procedures and Works Instructions.
 - Support of technical queries relating to existing product range.
 - To engage in any other activities requested by the Service After Sales Manager or Service Engineer Coordinator.

Requirements:

- Medium or Bachelor level technical education and minimum of 5 years experience as a Service Engineer (in a global environment).
- Knowledge of hydraulics, mechanics and or electrical, preferred WireLine experience.
- 100% customer focused with a strong track record in customer service.
- A talent for problem-solving and driving issues to closure.
- The ability to deal with customer complaints in an understanding and professional manner.
- Excellent communication skills in English and Dutch.
- Demonstrable talent for building rapport with customers - the personality to make a positive impact.
- An ability to quickly understand client needs and identify appropriate opportunities to promote services and cross-sell products.
- Self motivated, enthusiastic team player.
- The ability to work under pressure.

Interested:

We offer an interesting position in an international organization with a lot of possibilities for professional development. Do you recognize yourself in the above, please contact us before 14th of November 2014. You can mail your CV and motivation via the website below.

If you need more information you can contact our HR department at +31 (0)184-608711.

Agency calls are not appreciated.

Keywords: Customer service, Technical support, Customer support, Technical.

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