



## **Agensi Pekerjaan Career & You Sdn Bhd**

Career & U is an established Executive Search Company with superior track record for our existing portfolio of clients. Our existing portfolio of clientele, comprising a large number of companies (both local and multinationals), several of whom have been with us for many years.

As an Executive Search Company registered with Malaysia Ministry of Human Resources, Career & U has been providing services to multinationals and local corporate on a nationwide and regional basis. Our Executive Search team was borne out of years of experience in the recruitment field and inspired by a genuine desire to constantly improve our level of service to a growing number of clients. We search and identify quality candidates according to our clients' criteria and place such candidates on a temporary, permanent and contract basis with our clients.

Our client, a foreign pharmaceutical company, is currently seeking for the following incumbent to be based in Malaysia.

### **Technical Service Manager** (Kuala Lumpur)

#### **Responsibilities:**

- Responsible for establishing and maintaining appropriate technical support process.
- Provide strong and effective leadership in the development and maintenance of technical services
- Responsible for development and maintenance of customers relations
- Responsible for reviewing customer concerns with technical service personnel and taking corrective action as required
- Responsible for ensuring timely installation, pre-staging and upgrades
- Responsible for coordinating technical services to customers on a timely and efficient basis
- Assist Sales team in Project negotiations involving technical support
- Participate in the development, maintenance and refinement of internal control and reliability program

**Requirements:**

- Candidate must possess at least a Bachelor's Degree in Engineering (Mechanical) or Engineering (Computer/Telecommunication) or Engineering (Electrical/Electronic) or Engineering (Environmental/Health/Safety) or Engineering (Industrial) or Computer Science/Information Technology.
- At least 5 year(s) of working experience in the medical equipment field is required for this position.
- Knowledge in medical equipment maintenance and familiar with ISO 9000:2000 system.
- Must have understanding in accounts receivable & inventory management.