

Site Manager (India)

Sanand, Ahmedabad, Gujarat

Roles and Responsibilities:

- **Technical Support and Issue Resolution:**
Provide comprehensive technical assistance for automation machinery, diagnose issues, and ensure timely resolution.
- **On-Site Service and Maintenance Scheduling:**
Coordinate and perform on-site service activities, schedule regular maintenance, and handle repairs as required.
- **Training Management:**
Organize and conduct training sessions for customers and technicians on equipment operation, safety, and maintenance practices.
- **Documentation and Record-Keeping:**
Maintain accurate and up-to-date records of all technical support and service activities.
- **Cross-Department Collaboration:**
Work closely with sales, manufacturing, and technical teams to streamline operations, communicate issues, and enhance service quality.
- **Emergency Support:**
Remain available 24/7 for emergencies to ensure equipment remains operational with minimal downtime.

Qualifications:

- Bachelors in Engineering or Project Management, with at least 2 years of experience in after-sales service or technical support.
- Excellent organizational and time management skills, with the ability to prioritize tasks.
- Willingness to travel to customer sites.
- Proficiency in Microsoft Office; effective communication skills in English.
- **Notes:**
Local applicants are encouraged. PR or foreigner can apply, subject to company discretion if no suitable local candidates are available.