 VERTIV™	Vertiv (Hong Kong) Limited JOB DESCRIPTION GLOBAL SERVICES Document No:	GS
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Job Title: Service Engineer (Power)

Department: Global Service

Job Holder:

Reports to: Service Supervisor

1. STRATEGIC ROLE:

- 1.1. To assist the Service Supervisor to carry out the company's commitment and promise delivery of service level to the customers.
- 1.2. To carry out maintenance, start-up, testing, commissioning, troubleshooting, repairing, power quality analysis and retrofitting of AC & DC Power systems.


2. ACCOUNTABILITIES

- 2.1. Delivering professional and quality Service which meet the customer's expectation.
- 2.2. Make Vertiv to customers preferred choice as trusted business partner by delivering quality and services on time.

3. RESPONSIBILITIES AND DUTIES

- 3.1. Assist the Service Supervisor to carry out the company's commitment and promise delivery of service level to the customers.
- 3.2. Exercise a professional and customer oriented approach with a service level reflecting Vertiv-HK as a company of world class quality.
- 3.3. Keeping up to date the knowledge and application of company products/services.
- 3.4. Continually developing and improving himself as a service professional by self analysis, reading, benchmarking against the best in the industry and practicing.

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4. QUALIFICATIONS & EXPERIENCE

- 4.1. Holder of High Certificate / Diploma for Electrical Engineering or Electronic Engineering.
- 4.2. Minimum 3 years experience in Service field.
- 4.3. Computer literacy.

5. REQUIRED COMPETENCE


5.1. HUMAN COMPETENCES

- 5.1.1. Good communication skills both towards customers and internally
- 5.1.2. Analytical, reliable, hardworking, strong commitment to excellence
- 5.1.3. Customer oriented team player and self motivated, creative, analytic and innovative.
- 5.1.4. Besides normal working hours on Monday to Friday 0900-1800, candidate shall accept overtime work on non-working hours including public holidays (with OT compensation) occasionally.

5.2. BUSINESS COMPETENCIES

- 5.2.1. Understand Vertiv's objectives, customer requirements, products, services, operations and processes.
- 5.2.2. Knowledge of the Service industry.
- 5.2.3. Knowledge of Vertiv products and functionality would be an advantage.
- 5.2.4. Good command in spoken and written skills in both English and Chinese.


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6. PROFESSIONAL / TECHNICAL COMPETENCES

- 6.1. Good technical knowledge.
- 6.2. Excellent skills in technical analysis.
- 6.3. The ability to use test instruments and tools intended for power products.

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Job Title: Service Engineer (Air)

Department: Global Service

Job Holder:

Reports to: Service Supervisor

1. STRATEGIC ROLE:

- 1.1. To assist the Service Supervisor to carry out the company's commitment and promise delivery of service level to the customers.
- 1.2. To carry out maintenance, start-up, testing, commissioning, troubleshooting, repairing and retrofitting of air conditioning systems.


2. ACCOUNTABILITIES

- 2.1. Delivering professional and quality Service which meet the customer's expectation.
- 2.2. Make Vertiv to customers preferred choice as trusted business partner by delivering quality and services on time.

3. RESPONSIBILITIES AND DUTIES

- 3.1. Assist the Service Supervisor to carry out the company's commitment and promise delivery of service level to the customers.
- 3.2. Exercise a professional and customer oriented approach with a service level reflecting Vertiv-HK as a company of world class quality.
- 3.3. Keeping up to date the knowledge and application of company products/services.

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3.4. Continually developing and improving himself as a service professional by self analysis, reading, benchmarking against the best in the industry and practicing.

4. QUALIFICATIONS & EXPERIENCE

4.1. Holder of Diploma for Mechanical Engineering or Building Services.

4.2. Minimum 2 years experience in Service field.

4.3. Computer literacy.

5. REQUIRED COMPETENCE

5.1. HUMAN COMPETENCES

5.1.1. Good communication skills both towards customers and internally

5.1.2. Analytical, reliable, hardworking, strong commitment to excellence

5.1.3. Customer oriented team player and self motivated, creative, analytic and innovative.

5.1.4. Besides normal working hours on Monday to Saturday 0900-1800, candidate shall accept overtime work on non-working hours including public holidays (with OT compensation) occasionally.

5.2. BUSINESS COMPETENCIES


5.2.1. Understand Vertiv's objectives, customer requirements, products, services, operations and processes.

5.2.2. Knowledge of the Service industry.

5.2.3. Knowledge of Vertiv products and functionality would be an advantage.

5.2.4. Good command in spoken and written skills in both English and Chinese.

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6. PROFESSIONAL / TECHNICAL COMPETENCES

6.1. Good technical knowledge.

6.2. Excellent skills in technical analysis.

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