

Position: **Field Support Technician
Sun Chemical**

Reporting Line: **Regional Sales and Business Development Manager**

Responsibility:

1. Technical Support:

- 1) To manage the technical queries and complaints to ensure timely resolution of issues within the process agreed with the Sales staff and Ink Integration Manager
- 2) Has direct responsibility for technical projects at selected accounts and is responsible for ensuring there are no technical barriers to AOP
- 3) Work with co-supplier such as print head company/manufacture, UV curing supplier, and provide the best solution to customer
- 4) Visit customer and independently to communicate with customer and set up good relationship

2. Development of Technical Function/Capability:

- 1) Establish inkjet laboratory in China where basic technical evaluation can take place.
- 2) Develop operating manual for follow up of complaints and technical investigations.
- 3) Translation of Integration Guidelines to Chinese

3. Product Maintenance:

- 1) Contributes to product improvement plans and development.

Requirements:

- 1) College/University degree in engineering, electronic, chemistry, or printing
- 2) Minimum 3 years experience in printing industry in MNC
- 3) Experience in inkjet digital printing and UV curing technology
- 4) Excellent English in both written and spoken
- 5) Good communicator
- 6) Relationship builder
- 7) Sense of responsibility
- 8) Ability to work on own initiative and as part of a team
- 9) Flexibility with respect to travel plans