

Tecknotrove Systems India Private Limited

Job Title:	Sr. Service Engineer	Department:	Production & Service
Location:	Vapi	Position Type:	Full Time
Experience:	5 years of relevant experience		

About Tecknotrove Systems

Tecknotrove Systems is a young and dynamic technology company headquartered in Mumbai. Tecknotrove is Asia's leading training and simulation company focused on developing simulation and virtual reality solutions for critical applications. We develop immersive training solutions for critical applications for industries like Automotive, Aviation, Mining, Defence, Nuclear, and Industrial safety.

With a team of over 150 talented employees, we have successfully delivered projects in over 26 countries around the world. Our expertise lies in creating virtual worlds for critical applications using simulation and AR/VR technologies. We are headquartered in Andheri, Mumbai, with offices in Delhi and the Middle East and a manufacturing facility in Gujarat.

Position Summary

Responsible for installation, maintenance, troubleshooting & client support online and onsite covering all products manufactured by the company.

Roles and Responsibilities

- PCB testing & troubleshooting
- Online & onsite customer support.
- Preparing production & service reports as and when the need arises.
- Completing production-related activities as per project timelines.
- Visiting client sites for installation & servicing.
- Lead, mentor, and train junior engineers and technicians in troubleshooting, maintenance procedures, and best practices.
- Review and approve service reports and maintenance logs created by junior engineers.
- Ensure the service team is well-equipped with the knowledge and tools needed to carry out repairs and maintenance efficiently.
- Provide technical direction and problem-solving assistance to the team as needed.

Job Requirements and Qualifications

Education	Bachelor's degree in electronics or a related field.
Experience	5-7 years of relevant work experience
Skills & Competencies	<p>Must Have:</p> <ul style="list-style-type: none"> ● Strong understanding of simulator hardware, software, and control systems. ● Proficient in troubleshooting and repairing simulator motion systems, visual systems, and other complex equipment. ● Knowledge of simulation software, operating systems, and network configuration. ● Experience with system integration, calibration, and testing. ● Strong communication and leadership skills to guide a team and interact with customers effectively. ● Excellent problem-solving abilities and attention to detail. ● Ability to work under pressure and manage multiple priorities simultaneously. ● Provide expert-level troubleshooting, diagnosis, and repair of complex electronics

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	<p>systems and components.</p> <ul style="list-style-type: none">• Conduct regular preventive maintenance to ensure the optimal performance of all equipment.• Manage escalated customer service issues and provide effective solutions to maintain customer satisfaction.• Develop and maintain strong relationships with customers by offering technical support and advice.
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