

Customer Service Engineer Power - BE

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Company: Vertiv

Location: Belgium

Category: computer-and-mathematical

At Vertiv, we build products that keep critical technologies running 24/7. We are proud we were the first to protect mainframes with precision cooling systems. We were the first to introduce an integrated enclosure system to distributed networks. We help some of the largest names in the industry bring new capacity online faster and at a lower cost when search and social media increased demand for storage and computing.

Our portfolio spans power, thermal and infrastructure management products, software and solutions, and is complemented by a network of nearly 250 service centers worldwide. The AC Power Customer Engineer is responsible for start ups, maintenance, and emergency repairs for Vertiv UPS, battery, power distribution, and site monitoring equipment.

What kind of work will you be doing?

- Perform all assigned service calls while on duty;
- Perform all work in a safe manner and in accordance with established company safety policy;
- Perform all work using good working practice and current codes of practice/legislation relevant to assigned task;
- Ensure spare parts are properly accounted for using established parts procedures;
- Assist in ensuring that the planned maintenance completion rate is maintained at a min 90%;
- Assist call control to schedule, plan and complete any works as required, using established work flow procedures;
- Maintain the accuracy of the customer listing by reporting errors with the site change form;
- Report sales or service leads to the proper department via the correct process - Submit

daily paperwork in a timely, accurate and complete manner and in case of Wireless Field Service ensure the job is debriefed in a complete and accurate manner at the customer's premises where possible;

- Ensure availability to work during weekend and nights.

What will make you successful?

_____ in a technical service or test environment of UPS equipment essential;

- Computer Literate (All office associated programs such as, word, excel, outlook);
- Previous field service experience essential;
- Excellent customer service skills;
- Strong communication skills;
- Self starter, ability to plan, organise and manage time effectively with an ability to work under pressure;

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