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| **CANON INDIA PRIVATE LIMITED** |
| **Title** | Technical Field Officer, Service & Engineering Center |
| **Reporting to**  | Branch Service Manager- BIS & PSD Service, Service & Engineering Center |
| **Division** | BIS & PSD Service  |
| **Location** | Delhi, Mumbai & Noida ( NCR ). |
| **Grade** | Contract (Third-Party) |
| **Category** | Field Service  |
| **Team Management**  | Individual Contributor |
| **Position purpose** | The position is responsible for hands-on repair and installation of the complete range of multifunction devices and software solutions.  |
| **Education**  | Engineering / Diploma in Electronics / Electronic & Communication, Certifications like CCNA, MCSE etc. |
| **Experience** | 1 – 2 years |
| **Skills & Knowledge** | 1. Technical bent of mind
2. Knowledge acquired through specialized training on repair of multifunction devices and software solutions. products
3. Hands-on repair of multifunction devices and software solutions
4. IT Networks, servers, OS and software knowledge
5. Strong troubleshooting skills
6. Fair communication skills
7. Decision making
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| **Industry Preference** | Hi-Tech/Office Automation/IT |
| **Job Duties** | **Installation and maintenance of multifunctional devices and software solutions*** Understand the IT setup of the customer site, support in the POC and provide demo
* Timely installation of new products and training of administrators
* Understand the issues with the product and use specialized trainings to resolve customer complaints by providing appropriate technical support
* Coordination with HO/Central warehouse/Sales/Service team for spare parts etc.
* Responsible for quality of calls, achieve expected productivity and Turn-Around-Time (TAT)

**Customer Support*** Build good relationship with clients thus improving customer retention and satisfaction
* Assess needs, probe, and enhance contract penetration with customer
* Monitor and improve print volumes in the assigned territory
* Identifying opportunities for sales and be a part of the account management reviews with the clients
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| **Desired Competencies** | **Innovation & Creativity**Analyzes existing processes & practices from improvement perspective. Is able to think of effective changes and makes suggestionsRecognizes & builds on new ideas, and looks at them objectivelyIs able to shortlist ideas, analyse advantages & disadvantages of approaches by integrating information**Communication**Articulates with adequate clarity of situation.Understands & shares the context. Listens first with an intention to understand, repeats, paraphrases and seeks feedback to ensure others have understood the point of view.**Result Orientation**Sets stretched goals / objectives aligned with departmental objectivesDelivers results as per agreed timelines & finds ways to overcome challenges Displays accountability for one's actions Follows the concepts of OPDCA for achieving results Has a commitment towards learning and self-development**Customer Focus**Determines customer needs and expectations by clear communicationBuild relationships by being polite & prompt while dealing with customersGoes the extra mile to delight customersAbides by the company’s policies. Seeks approvals where customer needs are beyond the policy framework**PHYSICAL DEMAND*****The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.***1. Mobility –
* Must move frequently within the office to interact with employees and outside the office to meet customers, attend events, etc.
* Hand, wrist, finger movement while using laptop/ give product demonstrations
* Travel to customer’s place
1. Vision –
* Work involves making decisions based on visual cues, word documents, excel sheets, creating presentations, reading mails from stakeholders and customers, reports, excel database on laptop
* Deciphering body language of customers, employees during dialogues
1. Ability to Hearing –
* Significant work involves making decisions on auditory inputs like listening to people face to face or over phone or video calls on a day-to-day basis.
* Ability to hear, understand, and distinguish speech while speaking to internal and external stakeholders
* Engage in long conversation with stakeholders and customers
1. Cognitive –
* Work involves making complex decision making based on people interactions, and subjective issues related to sales deals. Work involves processing data or information on business deals with customers and with support functions like accounting, credit, service etc.
1. Speech –
* A significant amount of work involves speaking clearly so listeners (employees, customers) can understand

**WORK ENVIRONMENT*****The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*****DISCLAIMER**The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel working within this job title. |

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| Last Updated  |  | 03.03.2025 |