



About Company

MediGroup Vietnam Ltd. has since 1995, been working in close partnership with the Vietnamese healthcare sector to support the constant strive for excellent healthcare.

MediGroup has established itself as a leading system solution provider within ultrasound and clinical diagnostic equipment and consumables. We are proud to work in close partnership including GE, Human GmbH, Radiometer ApS, Thermo Fisher Scientific Diagnostics, Stago and Sebia in Ho Chi Minh, Hanoi and Danang, and Phnom Penh.

Head Office: 10th floor, E.town Central building, 11 Doan Van Bo St., Ward 12, Dist.4, HCMC, Vietnam

We are looking for Customer Support Engineer, Imaging Business Unit - HCM

Job Scope

Technical service:

- Installation: Preparing the instrument (QC), checking arrangement at customer site (phone call), and installing the system with all accessories and peripherals.
- Troubleshooting: Handle all technical issues related to after-sales-service of Ultrasound instruments. Pay trouble shooting service visits to clients upon request to solve urgent problems with instruments.
- Contact to the manufacture for the best support in solving issue and parts claiming in warranty.
- Maintenance: Do routine maintenance of instruments in appointed areas to make sure instruments run according to specifications and give stable and correct results. Suggest necessary change of consumable and replaceable spare parts for instruments.

Application:

- Training: User guide, technology transferring, image optimizing, system optimizing and do the basic scanning on the model (not patient).
- Demonstration: Showing the best performance of our instrument to customers (instruction at MG office or installation at customer site).
- Coordinate with product team to handle product complaint.
- Customer care:
- Listening, sharing and recording the feedback to increase customers' satisfaction and improve our process.
- Caring the customers in responsibility area with information, system status, clinic status, development orientation, expectation, etc.

Report

- Make reports after service visit, travelling on weekly report.

Others:

- Support sales division to collect and evaluate information from clients and in the market including competitors and competitive products.
- Continuously develop product knowledge through self-study and provided training.
- Find information about competitors on market.
- Support and contribute to general business development of the company.
- Other jobs assigned by Line Manager.

Job Requirement

- University graduated in Biomedical/Electronic Dept
- At least 01 year experience as Service Engineer in Medical equipment or Fresh graduate with good study result.
- Male. From 23 - 30 years old.
- Good communication skills and good customer service mind.
- Good technical analyze and problem solving skills.
- High responsible, work hard and willing to travel.
- Good English (for product learning) and PC skills (software, MS office).

Why Should You Apply?



Competitive Salary



Attractive Company Incentive



Healthcare for Employee



Domestic and Overseas Training Opportunity

How To Apply?



Send your updated CV to hr-recruitment@medigroupasia.com.

Scan the QR code or visit

<http://www.medigroupasia.com/Careers> for more information

