

FS-Elliott is a leading manufacturer of centrifugal air and gas compressors with sales, service, and manufacturing locations around the world.

FS-Elliott Saudi Arabia facility is in Jubail Industrial City, Saudi Arabia. Offering Packaging and Services for FS-Elliott Air Compressors to GCC and Middle East Region.

Our facility has a full equipped shop, staffed with dedicated technicians and engineers. We are offering complete unit maintenance, repair and overhauling to FS-Elliott Centrifugal Air Compressor. Also, provide new technology product upgrades. We can offer complete LSTK installation, commissioning and Long Term Service Agreements.

### **Job Summary**

Due to company growth, FS-Elliott have an immediate opportunity for a service engineer located in Jubail, Saudi Arabia, to work as part of a growing talented team who provide service to our clients in GCC and Middle East Region.

This position is responsible for providing onsite/offsite service and support to customers. Acts as mobile/ onsite service engineer to resolve customer affecting technical issues in a timely and quality manner to maintain maximum customer satisfaction.

The individual must be customer focused at all times, must be prepared to work within and as part of a team, be able to interact with colleagues, management at all levels, clients and other trades in a professional and tactful manner, and in doing so present a positive image of the Company.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Serves as customer facing technical resource and works in collaboration with engineers and other senior staff as needed to provide effective end user support and issue resolution.
- Identifies problems and coordinates appropriate corrective action. Identifies and minimizes potential risks.
- Provide service to existing customers. Includes troubleshooting and diagnosing controls, electrical, mechanical, lubrication, and pneumatic systems to repair automation and ancillary equipment.
- Collects detailed information, performs thorough analysis and relies on experience and judgment to determine the most effective method of resolution.
- Escalates problems to other departments as needed.
- May serve as a project team member on project implementations.
- May supervise and train less experienced staff or project team.
- Prepares activity reports on support activities.
- Stay abreast of the latest technology trends.
- Submit required form and reports after job accomplishment.
- Support and collaborate with Sales and project team.

**The above list is not exhaustive but aims to provide a broad range of duties and key responsibilities of the post.**

## **MINIMUM QUALIFICATIONS**

- Bachelor's Degree in Mechanical/Mechatronics engineering
- 3 to 5 years of experience performing Service or Technical Support role in a large multi-national environment, preferable in compressed air technology.
- Excellent analytical and problem-solving skills.
- Exceptional customer service skills with expertise in troubleshooting, diagnosing and solving complex problems.
- Ability to work professionally with all levels of client organizations staff.
- Self-directed, able to prioritize and effectively handle multiple service requests at a time under high pressure and challenging situations.
- The ability to work quickly and accurately in a shared community environment.
- Ability to complete multiple tasks with minimal direction.
- The ability to work well both as part of a team and on your own
- Excellent interpersonal skills and fluent English are prerequisites for the position, Arabic is advantage.

## **HOW TO APPLY**

If you feel that you are well suited to the above opportunity and would like to find out more, then please send your updated CV with recent picture to [jobs@fs-elliott.com.sa](mailto:jobs@fs-elliott.com.sa) , mention in the subject line Service Engineer, Ref #347717.