

Life Is On



ABOUT US

Schneider Electric is leading the digital transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure, and Industries. We have global presence in over 100 countries and is the undisputable leader in Energy Management. We believe that great people and partners make Schneider a great company and that our commitment to Innovation, Diversity and Sustainability ensures that Life is On everywhere, for everyone at every moment.

Schneider is paving the way for a sustainable and inclusive future. We are currently looking for a **Technical Support Engineer** to join our team.

Technical Support Engineer

ROLES & RESPONSIBILITIES

- Analyzing, documenting and communicating to internal/external to meet customer technical expectations and ensure customer satisfaction
- Managing customer relationships to ensure early and open communication that meets customer expectations
- Developing and maintaining strong working relationships with Internal Groups such as Sales, Engineering, Service, Marketing, and other relevant company resources
- Hotline support for technical enquiries
- Handle goods returns process
- Using knowledge-bases to share information about known issues

QUALIFICATIONS, LANGUAGE & EXPERIENCE

- Higher Diploma or above in **Electrical Engineering**
- 1 year of working experience is preferred. Fresh graduate will also be considered
- Good command in English, Cantonese & Mandarin
- Good communication skills & good telephone manner
- Detail-minded and a good team player
- Customer-oriented & self-motivated
- Product knowledge of **ACB, MCCB, PLC or BMS**
- Good communication and presentation skills

- Good PC skills including Word, Excel, PowerPoint

WHAT WE OFFER

- Double pay
- Medical and dental benefits (including spouse and children)
- 15 days annual leave and additional 1 day of birthday leave
- On-the-job Training
- Positive & supportive working environment

LOCATION: Hong Kong

SCHEDULE: 1-year contract – Full-time