

Job Description: Electronic Engineer

Customer Service / Technical Support

Position: Electronic Engineer

Department: Customer Service / Technical Support

Location: Hanoi Area, Vietnam

Type: Full-Time

Role Overview

We are seeking a skilled **Electronic Engineer** to support customers with technical service, troubleshooting, and application support for electronic systems and equipment. This role bridges engineering and customer service, ensuring fast problem resolution, high system uptime, and strong customer satisfaction.

Key Responsibilities

Technical Support & Service

- Provide **technical support** to customers via email, phone, video call, or on-site visits
- Diagnose and troubleshoot **electronic circuits, power supplies, control boards, sensors, and embedded systems**
- Analyze system faults using schematics, measurement tools, and software diagnostics
- Support installation, commissioning, calibration, and preventive maintenance
- Create clear **failure analysis reports** and corrective action plans

Customer Interaction

- Act as the **technical point of contact** for customer inquiries and complaints
- Explain technical issues and solutions in a clear, customer-friendly manner
- Support customers during system upgrades, modifications, or process optimization
- Conduct customer training on system operation and maintenance

Documentation & Feedback

- Prepare service manuals, troubleshooting guides, and FAQs
- Record service activities in CRM or service management systems
- Provide structured feedback to R&D and production teams for product improvement
- Support root cause analysis (RCA) and continuous improvement initiatives

Internal Coordination

- Work closely with **R&D, production, quality, and sales teams**
- Support factory acceptance tests (FAT) and site acceptance tests (SAT)
- Assist sales with technical proposals, specifications, and customer demos

Required Qualifications

Education

- Bachelor's degree in **Electronics Engineering, Electrical Engineering, or Mechatronics**

Technical Skills

- Strong knowledge of **analog and digital electronics**
- Experience with **power electronics, control systems, PLCs, or embedded systems** (role-dependent)
- Ability to read and interpret **schematics, wiring diagrams, and PCB layouts**
- Proficient with test equipment (multimeter, oscilloscope, power analyzer)
- Basic understanding of communication protocols (e.g. CAN, RS485, Ethernet)

Soft Skills

- Strong **customer service mindset**
- Excellent problem-solving and analytical skills
- Clear technical communication (written and verbal)
- Ability to work independently and under pressure

Experience

- 2–5 years experience in **technical service, field service, or customer support engineering**
- Experience supporting industrial, medical, automation, or high-tech equipment is a plus

Travel Requirements

- Willingness to travel domestically and internationally as required (typically 20–40%)

Preferred Qualifications (Optional)

- Experience with international customers
- Knowledge of safety standards (CE, UL, ISO)
- Experience with service CRM systems
- Multilingual skills are an advantage



What We Offer

- Competitive salary and service-related incentives
- Technical training and career development
- International exposure and customer-facing experience
- Supportive engineering-driven work environment