



## Job Description of Technical Support

**Report to: Sales Manager**

**Basic Function:**

To ensure the effectiveness of the chemical applied for the process and meet the standard of Technical proposal and meet the customer's requirements.

**Responsibilities:**

1. Problems solving, conduct trials in company's lab and/or customer's factory.
2. Listening to customer's technical requirements and presenting appropriately solution to ensure customer's confident and educate customers in using the products.
3. Keep management informed by submitting activity and results reports, such as trial reports, complain reports, product problems.
4. Maintain the fixed asset list in customer's side.
5. Work closely with Sales Executives on assigned accounts.
6. Monitor competition by gathering current marketplace information on pricing, products, new products. Grows new accounts to increase market penetration.
7. Design, build and install equipments.
8. Maintain the equipments using for trials.
9. Maintaining and developing relationships with customer's operation and production team in person and via telephone calls and emails;
10. Resolve customer complaints by investigating problems; developing solutions; preparing reports, and making recommendations to management.
11. Representing the organization at trade exhibitions, events and demonstrations.
12. Liaising with customers to check the performance stability of the products.
13. To liaise at all times with all team members and work as a team to reach targets set by the Sales Manager and be responsible with time management and expenses.
14. Other tasks assigned by Sales Supervisor.

**Required skills/ Experience**

- University graduate with a degree in Paper Engineering or Water Treatment Engineering
- Able to communicate in English – speaking, writing and reading.
- Expert in office computing.
- Good analytical, planning & problem solving skill
- Ability to work under high pressure, able to work independently, self motivated and willing to work long hours to accomplish goals.

**Approved by**

**General Manager**