



Job Title: Service Engineer

Location: Birmingham

Allsee has an exciting new opportunity for an enthusiastic person to join our ever-expanding team. We are now seeking a service engineer to provide repair assistance to our customers with any IT issues. This is a great prospect for the right candidate to work for a fast growing and dynamic company within the Digital Signage Industry. You will be part of a young team, helping to manage the service department.

Allsee has quickly developed into a market leading Digital Advertising Display Manufacturer with an impressive BlueChip client portfolio. Our success has been driven by our professional approach, dedication to customer service and a willingness to go the extra mile to achieve results – these are, therefore, key attributes we would look for in prospective employees.

Main Responsibilities

- Management of customer issues through to full resolution.
- Diagnose and repair screens of all sizes and structures.
- Involvement in various IT projects the business has.
- Ability to quickly resolve complicated screen issues.
- Providing internal staff members with timely and accurate updates, usage, advice and guidance to form a strong bond and resolution of all issues.
- Identifying and managing appropriate priorities and required actions.
- Management of product/software releases and enhancements for clients.
- Resolve user hardware and software issues.
- Maintain a clean and organized workstation and service area at all times
- Take ownership of all devices allocated to you
- Accurately record all work completed within the internal system

Desired Competencies

- Technical experience is an advantage, but not required.
- Be responsible and able to work in a team environment.
- Strong problem solving, communication and time management/prioritising skills.
- Knowledge of Android, Linux and Mac OS.
- Digital Signage industry knowledge or experience is advantageous, but not required.
- Engineering experience, working with PC's and general technology.
- Good communication skills with fluent English speaking. (Chinese Mandarin speaking is okay too.)

Salary:

Negotiable based on working experience, recent graduates are also welcomed.

To apply for this role please send your CV and cover letter to hr@allsee-tech.com