

Jakarta, 28 April 2022

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Perihal : Permohonan pemasangan lowongan pekerjaan

Kepada Yth.
Ketua Program Studi – Teknik Elektro dan Teknologi Informasi
Departemen Teknik Elektro dan Teknologi Informasi
Universitas Gadjah Mada

Dengan Hormat,

Perkenankan kami, PT. Elo Karsa Utama yang bergerak di bidang distribusi: alat kesehatan, bioteknologi, mikrobiologi dan produk ilmu pengetahuan. Dengan lebih dari 5000 jenis produk, konsumen kami di antaranya: rumah sakit & laboratorium, perguruan tinggi, pusat penelitian, produsen vaksin, bank darah dan industri lainnya.

Salah satu yang kami distribusikan adalah merek ZEISS. ZEISS adalah salah satu inovator terkemuka dunia dalam desain dan pengembangan perangkat medis yang membuat dan memasok teknologi mutakhir dan solusi berorientasi aplikasi untuk bidang oftalmologi dan bedah mikro.

Sehubungan dengan adanya kebutuhan karyawan diperusahaan kami, maka kami mohon bantuan pihak dari Universitas untuk dapat melayangkan lowongan pekerjaan yang ada di perusahaan kami.

Adapun lowongan pekerjaan sebagai berikut:

- Service Engineer

Bersamaan surat ini kami lampirkan materi iklan lowongan tersebut.

Besar harapan kami bahwa alumni Universitas Gadjah Mada Jurusan Teknik dapat bergabung diperusahaan kami.

Atas perhatian dan kerjasamanya kami ucapkan terima kasih.

Hormat Kami,



Micha S Folla

HRD Manager
PT. Elo Karsa Utama

Service Engineer (ZEISS Product)

Your job

1. Provide high standards of customer care & ensure customer satisfaction.
2. Perform Technical Support & Customer Care Activities
 - Repair, installation, calibration, commissioning and after sales maintenance service to the customer
 - Ensure timely execution of job assignments and comply with all documentation requirements for repairs & service activities
 - Escalate repair issues to factory / Service Manager when necessary
 - To report systemic quality issues encountered
 - To ensure that service KPI and customer satisfaction objectives are achieved
3. Administrative / Ticketing System
 - Work closely with service administrators to provide service quotations / technical documentations.
 - Ensure tickets /service orders are promptly updated / completed to reflect current work status
 - Maintaining company property, like standard tools, special tools and meters
4. Perform Technical Supports to Sales Team
 - Technical support function at demo and exhibition
 - Functional / pre-delivery test checks
5. Operations
 - To ensure good customer interactions¹ at all touch points to achieve customer satisfaction
 - To present the company favorably at all times
6. To work with sales, applications and ensure quality demonstrations, seminars and workshops are carried out as planned.
7. Any other duties & responsibilities as assigned by the management.

Our requirements

- Degree in Electronics or any related field
- Good IT knowledge (computer hardware / operating system, networking)
- Possess good customer interactions skills
- Able to work independently and as well as an active team player
- Good analytical skill and good communications
- Good command of written and spoken English
- Willing to travel frequently

Please send your CV by e-mail:

To: recruitment2@elokarsa.com

Cc: astrid.suryokusumo@zeiss.com

Subject e-mail: UGM_Service Engineer

Head Office Address:

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