

Job Title

Field Service / Biomedical Engineer (Medical Device)

Job Description

Troubleshoot and repair medical equipment

Perform scheduled maintenance according to define scope and standard operating procedures

Close service call with duly completed service reports

Customer handling and escalation

Any adhoc duties assigned by superior from time to time

Job Requirements

NITEC, Higher NITEC / Diploma in Biomedical, Electronics or Mechatronics Engineering

Ability to effectively prioritize and execute tasks in a high-pressure environment

Good team player and independent worker with good written and communication skills

Excellent interpersonal and analytical skills

Willing to work on standby mode by rotations.

Experience working with medical equipment will be an added advantage

Job Title

IT Support Engineer (Healthcare system & Application Support)

Job Description

Provides first-line remote technical support to customers by resolving a wide range of issues within a modality, leveraging technical expertise and troubleshooting skills to deliver effective solutions with a focus on customer satisfaction.

Receives, registers, and prioritizes customer service requests across various communication channels, ensuring all critical information is documented in the service management system for efficient problem resolution and follow-up.

Documents all service activities thoroughly, including diagnostic procedures, troubleshooting steps, resolutions, and case statuses, maintaining comprehensive records that support effective case management and future reference.

Identifies and escalates more complex issues that require additional expertise, providing a detailed account of the troubleshooting performed and collaborating with senior engineers or management to facilitate resolution.

Ensures all technical support activities are performed in strict accordance with regulatory guidelines, clearly communicating proposed solutions and actions to customers to ensure transparency and compliance.

Participates in advanced training programs and continuous learning opportunities to deepen technical knowledge and enhance the ability to troubleshoot and resolve more complex issues within the assigned modality.

Works collaboratively with cross-functional teams, sharing technical insights and best practices to improve service delivery processes, contribute to team success, and enhance overall customer satisfaction.

Operates under direct supervision in managing and resolving customer issues, applying technical knowledge and judgment to make informed decisions while seeking guidance for non-routine challenges.

Develops stable working relationships internally, actively exchanging standard information with colleagues, immediate supervisors, project leaders, and other professionals within the team or group to foster collaboration and support collective goals.

Any adhoc duties as assigned by team lead.

Job Requirements

NITEC, Higher NITEC / Diploma in Engineering, Medical, Science related field, with 2 years of relevant experience.

Excellent communication and interpersonal skills.

Positive attitude and enthusiasm to learn and ability to work in a team. Preferred Skills:

Regulatory Compliance

Data Analysis & Interpretation

Root Cause Analysis (RCA)

Troubleshooting

Service Operations

Technical Documentation

Customer Service

KPI Monitoring and Reporting

Product Installation

Product Repair & Maintenance

Job Title

Customer Support Engineer (IT)

Job Description

Need to travel island wide based on customer's service request - Provide field support based on SLA (24x7)

Perform standby duty based on rotation basis

Provide post-sales project implementation, onsite support and coordination

Provide break-fix support including, but not limited to, machine inspection, system checklist creation, preventive maintenance, troubleshooting and replacement of hardware level, troubleshooting of operating system, incident ownership and customer management

Deliver high quality services and customer satisfaction to our clients

Ensure good housekeeping of equipment residing at designated platform area and maintain the work area tidiness within the engineering area

Provides timely update of activity list on a weekly basis

Drive self-improvement and upkeep with the latest technologies and corporate changes on a continuous basis

Able to work independently with minimal supervision when tasks are assigned

Any other ad-hoc assigned by superior

Job Requirements

Minimum 1 year experience in similar field

NITEC, Higher NITEC / Diplom holder in an IT related discipline

Able to lift and move computer parts < 15KG for parts replacement.

Able to assemble and disassemble a server or desktop computer.

Able to perform system rack mounting with minimal support.

Certifications such as CompTIA A+, Server+, or relevant certifications

Candidates without certification, but possessing substantial x86 hardware experience, will be considered

Well trained in x86 based systems field engineering, troubleshooting methodology, problem determination and remedial action plan

Familiar with either Microsoft Windows Server, Linux/Unix, Virtualization solutions and IT infrastructure

Contributes positively as a team player and align to business goals.

Experience in independent hardware maintenance, services delivery

A service-oriented, open mindset

Thrive in a fast-paced collaborative environment.

Team player, openness towards different cultures.

Self-motivated and delivery focused.

Job Title

Sales Manager

Job Description

Generate sales to achieve agreed revenue and margin targets.

Identify, secure and develop new local/global client accounts/logos for Managed or Outsourcing Services.

Update sales pipeline as required.

Develop account plans to grow managed and cyber-security services.

Work closely with delivery team to design and propose best solution proposals to meet the client's needs.

Ensure customer satisfaction.

Any ad-hoc tasks assigned by Superior from time to time.

Job Requirements

At least three (3) years of relevant experience with proven sales track records.

At least a Diploma in a relevant field of studies.

Excellent spoken and written communication skills.

Good team player and able to work well with peers and colleagues.

Strong aptitude to learning new skills and technologies.

Job Title

Field Service Technician (Cold Storage Equipment)

Job Description

Perform preventive maintenance and calibration services according to established maintenance checklists.

Service and maintain equipment such as cold storage systems, incubators, ovens, furnaces, centrifuges, and water purification systems.

Complete service documentation, obtain customer sign-off on electronic service reports, and update the CRM/ticketing system for job closure.

Carry out ad hoc assignments as required by the supervisor.

Job Requirements

NITEC, Higher NITEC / Diploma in an Engineering-related discipline.

Basic knowledge of Electronics, Electrical, or Mechanical systems.

Proficiency in Microsoft Office applications.

Good interpersonal, communication, and analytical skills.

Willingness to travel to different customer sites across Singapore.

Experience with CRM systems is advantageous; training will be provided.

Comprehensive product maintenance and calibration training will be provided.