

Technical Support Specialist Jobs in Dubai | ABB

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Company: ABB

Location: dubai

Category: other-general

1- Technical Support Specialist

Job: Full Time

Location: Dubai, UAE

Description:

As a Technical Support Specialist and will be the part of Motion Business Area for Service Division located in Dubai, UAE. In this role you will be responsible to provides technical assistance to internal and external customers. He/she ensures timely and cost-effective support in accordance with standard processes, procedures and safety guidelines.

Job Responsibilities:Work directly with customers to fulfill service contracts, own end-to-end process for service contract such as connecting the data gateways, supporting customer on urgent basis and generating periodical reports and recommendations to customer.

24/7 Phone and email support to customers via local tech support phone and support email.

Support global customers as part of global motion support (GMS) and technical support for customers, partners and ABB field service engineers.

Participate in customer meeting with local service sales, emergency customer site visit and customer meeting during critical issues. Implement remote condition monitoring on site as and when need.Job Requirements:Bachelor of Electrical or Electronics Degree

Minimum 5 years of experience in variable frequency drives service/ commissioning or VFD Technical support.

ABB MV drive Commissioning experience on ACS 1000, 2000, ACS 6000, ACS 5000, ACS

580 MV

ABB LV drive commissioning and service experience on ABB ACS 800, ACS 880, ACX 550 drives, ACX 580 LV, ACX 480 will have added advantage

Experience in Drive PC tools such as Drive window, Drive AP, Drive debug, drive composer software, Automation Builder, PSL2 data logger analyzers.#J-18808-Ljbffr

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