Job Title	Field Application Engineer
Location	Taipei, Taiwan

Job Description:

1. Technical Support: Provide online support through the customer service system for product technical issues reported by customers.

2. Team communication: Cooperate with various departments to dispatch resources to solve customers' problems or improve existing processes.

3. Document compilation: Write instructional and operational documents, including product manuals, peripherals, and related applications.

4. Meeting management: Hold meetings with subsidiaries and customers from time to time to confirm the progress of the issues and coordinate the meeting arrangements.

5. On-site support: Conduct on-site inspections and issue troubleshooting for problems that cannot be resolved remotely.

6. Education and training: Provide education and training on product software, hardware and development for subsidiaries and customers.

7. Assign matters: Cooperate with upper-level management to handle matters temporarily assigned.

Salary will be based on personal academic qualifications, experience and professional abilities.

Requirements:

Working experience: No specific

Education requirements: university or above

Department requirements: Information engineering related, electrical and electronic engineering related, information management related

Language requirements: English - listening/proficient, speaking/proficient, reading/proficient, writing/proficient

Tools good at: C, Java

Ability to communicate in English with foreign subsidiaries and customers.

Apply via: [SW-201]FAE 工程師(客戶支援)