

JOB DESCRIPTION

Company Name: Light Mechanics (<https://www.lightmech.com/>)

Job Role: Assistant Manager – Installation & Service (SPM – Special Purpose Machines)

Work Experience: 5-7 years

Location: Bengaluru

Employment Type: Full Time, Permanent

Role Category: Engineering & Manufacturing

Education: Diploma/Degree in Electrical/Electronic Engineering or equivalent

Role Purpose

To support and manage end-to-end installation & service operations for Special Purpose Machines (SPM), ensuring timely commissioning, breakdown support, AMC execution, customer satisfaction, effective coordination with internal teams, and continuous service improvements.

Roles & Responsibilities

Team Leadership & Development

- Lead, mentor, and develop service engineers.
- Plan training programs on SPM technologies, safety, and customer handling.
- Monitor team performance, productivity, and utilization.

Service Operations Management

- Manage end-to-end service activities including installation, commissioning, breakdown support, AMC
- Plan and deploy service engineers for onsite and offsite support.
- Ensure adherence to service response times, and resolution targets.

Technical Support & Troubleshooting

- Lead root cause analysis and implement corrective & preventive actions
- Support FAT, SAT, and customer acceptance activities when required.

Customer Relationship Management

- Act as the key escalation point for critical customer service issues.
- Build long-term relationships with customers and ensure customer satisfaction.
- Conduct service review meetings and capture customer feedback.

Service Planning & Cost Control

- Prepare and manage service budgets, spares planning, and cost optimization.
- Drive AMC contracts, spares sales, and service revenue growth.
- Coordinate with Stores, Purchase, and Vendors for spare parts availability.

Documentation & Compliance

- Ensure proper service documentation, reports, manuals, and SOPs.
- Ensure compliance with safety standards and statutory requirements at customer sites.
- Support internal audits and quality management systems (ISO).

Continuous Improvement

- Analyse service data to identify recurring issues and improve machine reliability.
- Coordinate with Design and Manufacturing teams for design improvements based on field feedback.

Key Skills & Competencies

- Strong expertise in SPM systems and automation
- Knowledge of mechanical, electrical, pneumatics, PLCs, sensors, and drives
- Excellent troubleshooting and problem-solving skills
- Strong customer handling and communication abilities
- Leadership, planning, and decision-making skills