

## JOB DESCRIPTION

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

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

**Work Experience:** 7 years with Engineering Degree or 10+ years with Diploma degree

**Location:** Bengaluru

**Employment Type:** Full Time, Permanent

**Role Category:** Engineering & Manufacturing

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

### Job Purpose

To manage installation, commissioning, breakdown service support, AMC execution, customer service escalation, and service team performance for Special Purpose Machines (SPM), ensuring service excellence, compliance, and continuous improvement.

### Team Leadership & Development

- Lead supervisors and engineers by assigning responsibilities, monitoring performance, and driving skill development to ensure efficient execution of assembly operations.
- 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