

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