


Job offer details : Field Support Engineer – Seats

Recruiter	SAFRAN 
Address	501, Tower B, Jiaming Center, No.27 Dongsanhuan North Road, Chaoyang District, Beijing 100020, China
Zipcode	100020
City	Pékin
Reference	25D1762744117
Title of the Offer	Field Support Engineer – Seats
Description of the mission	<p>Key Goals and Missions</p> <ul style="list-style-type: none"> • Serve as the central point of contact between engineering team, and customers to resolve technical issue promptly and efficiently • Cultivate strong customer relationships, understand their needs, and monitor satisfaction levels • Provide expert technical support to ensure optimal performance, safety and reliability of our system. • Champion Safran Seats' products and corporate image <p>Primary Responsibilities:</p> <ul style="list-style-type: none"> • Ensure the optimal performance of Seats in service: <ul style="list-style-type: none"> o Perform on-site inspection and offer technical support, diagnostics, and configuration management to maintain equipment airworthiness and safety o Assist in implementing and planning working parties linked to service bulletins, retrofit operations and programs o Participate to Internal Entry Into Service reviews and preparation o Provide technical training and guidance to operators' maintenance crews o Ensure compliance with aeronautical regulations and quality standards during field operations • Facilitate effective communication between Safran Seats and operators: <ul style="list-style-type: none"> o Clarify technical reference documents o Organize and participate to Technical Review Meetings and aftermarket reviews o Facilitate communication between operators and Product Support Teams o Monitor and oversee technical actions carried out in collaboration with customers o Support and promote Safran Seats products and services • Contribute to product and service enhancement: <ul style="list-style-type: none"> o Identify and capture operators' perceptions and requirements in the field. o Propose corrective actions and improvement strategies. • Data management: <ul style="list-style-type: none"> o Maintain up-to-date information on the fleet, customers, and competitor fleets. o Customer insight: Maintain a thorough understanding of customer operations and expectations.
Type of contract	CDI
Teleworking	Not specified
Profile	Procurement / Logistics Administration / Legal Other / Miscellaneous Studies / R&D / Quality
Location	Shanghai
Location code	Outside the EU
Country	China
Region	Shanghai
Profile description	<p>KNOWLEDGE, SKILLS AND COMPETENCIES:</p> <ul style="list-style-type: none"> • Proficiency in technical skills related to current and emerging Seats, repairs, systems troubleshooting & diagnostics, performance, and aircraft/platform interfaces. • Quality oriented – strong knowledge of part145 regulations

- Understanding of maintenance/service costs
- Strong analytical and synthesis abilities
- Excellent communication skills, including remote and multi-relational communication
- Capability to work independently, adapt to changing circumstances, collaborate remotely, and teamworking
- Fluency in English and Mandarin
- Ability to adapt and navigate effectively in multicultural environments
- Familiarity with both the internal structure of the company and customer organizations.
- High attention to detail and commitment to quality and safety
- Training skills
- Ability to work under pressure
- Flexible, Adaptable and Pro-active

EDUCATION AND EXPERIENCE:

- Master or bachelor's degree in general engineering (electronics/Mechanics is a plus) and 5+ years of experience within the Aeronautic industry in a customer-facing role, such as final assembly line or aftermarket / aftersales services/management

Sector Aircraft - Space - Transport equipment

Engineering

Language English