

## Associate - Aftersales Product Engineer

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Company: SunCulture Kenya Limited

Location: Nairobi

Category: other-general

**Department:** Operations

**Position:** Associate - Aftersales Product Engineer

**Reporting to :** Manager - Aftersales Product Engineering

**Employment Type:** Full Time

**Location:** Nairobi, Kenya

### About SunCulture

Founded in 2012, SunCulture's Vision is to build a world where people take control of their environment in rewarding and sustainable ways. SunCulture does this by developing and commercializing life-changing technology that solves the biggest daily challenges for the world's 570 million smallholder farming households. We are the largest distributor of solar water pumps / solar irrigation for smallholder farmers in Africa and were selected by Fast Company as one of the World's Most Innovative Companies in 2021. Here is a good explainer video recently made by . Over the last 5 years, the company has grown significantly and now employs 400+ people around the world.

### About the Role

The role requires the individual to have knowledge and experience with troubleshooting, diagnosing, and repairing complex technical issues and to always ensure that all aftersale issues brought to your attention are resolved in a timely manner. The role requires you to be at the forefront of ensuring SunCulture products serve the client at the optimum and in case of an aftersale ensure the best solutions are provided to the customer within the shortest time possible. The engineer will work closely with the Testing and Repairs team and other departments to ensure customer satisfaction, product quality, and continuous improvement.

### **Key Responsibilities**

Diagnose and troubleshoot complex technical issues related to Sunculture's products and provide solutions to customers.

Coordinate with other departments, including R&D, to identify and resolve product defects and quality issues

Develop and maintain technical knowledge of Sunculture's products.

Provide training to other Company stakeholders on product usage, maintenance, and troubleshooting.

Ensure diagnosis and repair of all products and their accessories that have been assigned to you.

Evaluate all products assigned to confirm that they are within warranty and if not seek clarity from your manager on the next steps

Update the ticketing system with the correct status of Customer returns and the Aftersale issues

Identify solutions to resolve technical aftersale issues and escalate complex product issues

Complete quality assurance after repairs to ensure the product is 100% functional after repairs

Documenting all corrective actions taken for each aftersale issue reported and ensuring all repairs done are collected and transported back to the customer.

Ensure all the set standards operation procedures are adhered to for all product repairs

Generate monthly product aftersale reports on failure trends

### **Team Management**

Collaborate closely with all team members to resolve all technical issues

Provide training to stakeholders as and when needed.

Manage and resolve all aftersale issues within Same day TAT.

### **Risk Management**

Be proactive in identifying all product risks based on the aftersale issues reported daily.

Communicate and mitigate any risk factors that are encountered with the team while at work

### **Qualifications**

Minimum of 2 years of experience in a technical support role or similar position

Knowledge of Water Pumps is a plus

Diploma/Degree in Electrical/ Mechanical/Mechatronic engineering, product design, or other relevant fields.

Knowledge of product testing and quality assurance processes

Strong analytical and problem-solving skills.

Excellent communication and interpersonal skills.

Comfortable with ambiguity in a fast-evolving environment, and able to plan, be organized, and meet deadlines

Hands-on, detail-oriented with strong execution skills

Good communication skills and should ensure information communicated is clear and timely

Independent thinker able to thrive and make decisions in a fast-paced dynamic environment with little direction

Organized and an expert in time management

High integrity values with discretion in using budgetary allocation for the department

A proven ability to work with minimal supervision

Proactive, collaborative, organized, and curious problem solver with a “can-do” attitude

### **Interested?**

Please apply online via this job portal. We respond to all candidates; however only shortlisted candidates will be interviewed.

### **Please Note**

SunCulture is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances.

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