

JOB DESCRIPTION

Job Title: Technical Service Specialist
Reports to: Regional Technical Service Manager

Organisation Unit: SFI APAC
Date: March 2017

Purpose of Job

To provide Technical Service and Application support for T&L Food Ingredients to customers in ASEAN.

Main Accountabilities	Performance Measures	Skills & Knowledge
<ul style="list-style-type: none"> • Compliance with company health and safety rules and procedures. • Provide technical service to customers in ASEAN region on Specialty Food Ingredients portfolio. • Apply market knowledge, customer and technical insights to feedback to product managers for portfolio improvement and to identify growth opportunities • Identify and execute new business development projects • Develop technical training programs and presentations for external customers, internal teams and business partners. • To work independently and with application people to perform laboratory work to test T&L products in customer specific application/process, to make the best recommendations. • Interact and assist business development & sales teams to prepare for some customer presentations ensuring that requests are dealt to agreed timeframe 	<ul style="list-style-type: none"> • Support and drive sales results with sales team • Timely execution of projects and results • Focusing on customer solutions, incl. prototyping, customer visits and pilot and plant trial • Customer and market focus with participation in customer innovation sessions, seminars, and food exhibits. <div style="text-align: center; border: 1px solid black; background-color: #e0e0e0; padding: 2px;">Dimensions</div> <p>Travel requirement: minimum 30-50%</p>	<ul style="list-style-type: none"> • Minimum, BSc in Food Science, Food Chemistry, or related degree. • 3-5 years of relevant work experience in food application and/or research & development and/or technical service in the area of dairy and beverage. • Ability to work in a food laboratory and food production environment. • Excellent presentation and communication skills. • Some experience with pilot trials or production • Knowledge and/or experience with food specialty ingredients/blends of proteins, hydrocolloids, emulsifiers, minerals, sweeteners, as well as modified starches, and fiber or prebiotics are most welcomed. • Team player and self-motivated • Ability to develop customer relationships and trust through technical knowledge. • Ability to build strong, good relationships with internal peers, sales and marketing, and other support functions.

Interested candidates, please contact Jasrel Ng,

Jasrel Ng
 HR Recruiter

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