



# Support Center Administrator

## **Main responsibilities:**

### Service revenue and KPIs monitoring

- a. CS revenue monitoring and update
  - Monthly report and meeting with ASPAC (co-op with SEE)
- b. Support service contract management
  - Gather contract template and deliver to SEE for revenue
  - Update and share service contract list to SE Mgrs. (incl. annual renewal)
  - Monitor L1 and L2 contract with IB MP plan via PM on time report
- c. PC obsolescence
  - Daily update from FSE/FAS and monthly report to ASPAC
  - Follow up on global issue and report to CS director
- d. Service KPIs monitoring
  - Update CLI / IND monthly KPIs: MYLA and VILINK from Tableau
- e. CLI / IND service charge management
  - Archive report, update the list, send monthly payments to SEE and IND

### Vendor and local product management

- a. Interface program, PC management and other Purchase Request
  - Make a request, perform PR, and send PO to vendor
  - Support CS director to manage interface vendor
- b. Local product management (SAP in & out of scope)



- Check local purchased stock (in/out), perform PR, and monitor PO

#### Spare part management

##### a. VMI safety stock monitoring and communication

- Frequently review the proper VMI quantity from FSEs (PICs)
- Review current stock level and cooperate an issue with SCM

##### b. Return mandatory spare part

- Monitor, pack return part with filling return kit, and co work with SCM

#### Field activity analysis and management

##### a. Field action monitoring

- Input all FAs to SAP, update the list, deliver to PICs, and check progress

##### b. Installation & training report management (one contact)

- Receive a request, update the list, archive report, and share to managers

##### c. Weekend report management

- Archive activities, make the approval with list, and run for monthly payment

##### d. Regular CRM analysis and reporting (statistics)

- Trouble analysis
- Complaint completion
- Error code missing
- Tableau report cooperated with SEE

#### CS process and compliance support

##### a. Instrument scrapping management

- Gather the withdrawal, update the list, check the value, and discard (every month)
- Cooperate with FSEs, SCM, and Finance



- Visit DKC for physical check and follow scrapping process

b. Monitor and update on ISO procedures

- Monitor PM success rate (quarterly) with PM checklist on CRM (co-op with SEE)

- Measuring device management (monthly updated)

- Audit preparation, trial, and follow up on all CS related procedures

#### Others

a. Technical support for SCAN RDI (tentative PIC)

- Installation, withdrawal, PM, validation, and complaint handling

b. Support CS director

- Meeting and workshop

- CS administrative tasks

#### **Qualification:**

• Flexible with handling a variety of job requirements and ability to prioritize tasks

• Excellent communication in English and organizational skills

• Good at CRM (Salesforce.com), SAP, and MS Office (Excel, Powerpoint, Word)

• At least 5 years at Customer Support, Finance, Supply Chain, Business Management, or Sales Analysis

• Have good knowledge about administrative activities

• Project planning, control, and contribution