



Job Description
Division : Bostik Korea
Direction (DIVISION OR DEPARTMENT) : Korea IA TS
JOB TITLE:
Technical Service Engineer, Industrial Adhesives, Bostik Korea
SITUATION IN ORGANIZATION (enclose a copy of your organisation chart)
Direct reports to IA Technical Service Manager
MAIN ACTIVITIES
<ul style="list-style-type: none"> • Lab capability build: According to BU needs, build lab test capabilities related IA technologies such as SMP, Hotmelt (PA,PES,EVA,APAO,HMPUR,Powder, Film etc)WBA, MMA,CA, 2K PU to meet customer requirement • Lab equipment management: Create Lab equipment management procedures (SOP, JHA, PHA, etc) and maintenance plan. Conduct the actions according to the plan, to make sure all equipment run smoothly. • Run lab test: Design and run lab test (UTM, Robotic Dispensing), Prepare test report, and report to the requester in time. • Sample preparation: Following the specific guidance, to prepare samples within internal specs before deadline. • Benchmarking test: Collect competitors' samples, and run benchmarking tests. Prepare professional benchmarking test report and report internally in time. • System and procedures: Ensure all activities comply with EHS and Quality management system policies and requirements. Ensure 5S is maintained in the lab. • Reporting: Provide regular (Weekly, Monthly) reports as required. • Documentation system: According to ISO quality system requirements, prepare and file all the documents well and organized. • Technology introduction: Engaged global & regional new technology and product to distribute sales & marketing team to develop new project • Technical initiative : Technical seminar & training for customers and distributors
JOB DIMENSIONS
<ul style="list-style-type: none"> • Documented evaluation report for customers which have clear objective and result with conclusion for customer proposals (Word & PPT file) • Lead communication for customer requirement and gathering detail information to Bostik technology recommendation • High level of monthly report for TS : Detail activities for product evaluation and customer request, internal/external evaluation with objectives • High level of expectation for behavior, talking, technology understanding, communication for customers • Customer complaint management with proffer investigation of problems find root cause for problem solving
CONTEXT AND ENVIRONMENT
The job needs well understanding for technology and application for lab evaluation to proper customized report
QUALIFICATIONS / EXPERIENCE REQUIRED
<ul style="list-style-type: none"> • Bachelor degree in Chemistry, Polymer Science, Textile or related field required. • > 4 years lab work experience or technical service in a chemistry-related company, global or multi-national team. <ul style="list-style-type: none"> - Experiences in adhesive related company preferred. - Experiences as an adhesive user also possible (Auto tiers, Electronic tiers) - Experience in utilizing Lab facilities (UTM, Robotic dispensing M/C, Laminating M/C, Humidity chamber and others) • Honest, and always keep his/her promise. • Organize daily work well, respect deadline. • Good writing skill in English. • Follow line manager's guidance/requirements strictly.

Date :

Manager Approval :

Job Holder :

Signature :