

Job Description: Junior Service Engineer – Digital Multifunctional Printers

Company: Printers Supply Co. Pvt. Ltd.

Location: Gandhi House, 16, Ganesh Chandra Ave, Kolkata, West Bengal 700013

Employment Type: Full-time

Industry: Printing, Packaging, and Allied Machinery

About Us

Established in 1948, Printers Supply Co. Pvt. Ltd. is a pioneer and leading provider of world-class printing machinery and consumables in Eastern India. With over 75 years of industry excellence, we represent global giants such as Konica Minolta, Canon, Edale (UK), and Xeikon. We specialize in providing end-to-end solutions—from pre-press and digital printing presses to advanced post-press finishing equipment. We are committed to "Powering Your Prints" through innovation and dedicated service.

Job Summary

We are seeking a technically skilled, proactive, and problem-solving **Junior Service Engineer** to join our technical support and service team. In this role, you will be responsible for ensuring optimal machine performance and high customer satisfaction at client sites. Your core focus will be the unboxing, installation, preventive maintenance, troubleshooting, and repair of advanced digital multifunctional printers (MFPs) and production presses.

Key Responsibilities

- **Installation & Setup:** Handle the unboxing, comprehensive installation, initial calibration, and configuration of digital multifunctional printers and related equipment at customer locations.
- **On-Site Technical Support:** Respond promptly to customer service requests, diagnosing and troubleshooting hardware, software, print quality, and mechanical issues.
- **Preventive Maintenance:** Conduct scheduled routine maintenance, machine assessments, and parts replacements to minimize equipment downtime for printing houses and corporate clients.
- **Customer Training:** Provide basic operational and technical walkthroughs to client operators post-installation to ensure proper machine handling.
- **Reporting & Documentation:** Maintain detailed and structured technical service

reports, damage assessment forms, and daily site-visit logs, updating the internal service tracking system.

- **Spare Parts Management:** Keep accurate inventory logs of required spare parts and consumables needed for field service calls.

Requirements

- **Education:** Diploma or Bachelor's degree in Electrical, Electronics, Mechanical, or Computer Engineering / IT.
- **Experience:** 0–2 years of experience in servicing office automation, photocopiers, digital printers, or IT hardware. Freshers with a strong technical aptitude and hands-on problem-solving mindset are highly encouraged to apply.
- **Knowledge:** Basic understanding of mechanical components, electronic circuits, software/driver installations, and network configuration (IP addressing for network printing) is highly preferred.
- **Communication:** Fluent in Bengali, Hindi, and English to effectively coordinate with local clients and internal technical teams.
- **Mobility:** Must be highly mobile and willing to travel extensively across Kolkata and neighboring regions for client site visits. A valid driving license and a two-wheeler are highly preferred.
- **Skills:** Proficiency in basic digital diagnostic tools, technical manual reading, and MS Office (Excel, Word) for reporting.

What We Offer

- **Competitive Compensation:** Fixed salary + Travel/Field Allowances.
- **Benefits:** PF, ESI, and Insurance coverage.
- **Training:** Comprehensive technical and product training on global production brands like Konica Minolta and Canon.
- **Career Path:** Opportunity to evolve into a Senior Service Engineer, Technical Specialist, or Service Account Management role within a legacy organization.

How to Apply

If you have a passion for engineering, hands-on mechanics, and want to work with the leaders of the printing industry, we want to hear from you!

- **Email your CV to:** business@printersuppliers.com
- **Call for inquiries:** +91 83350 78375

Printers Supply Co. Pvt. Ltd. - Powering Your Prints since 1948!