

Assistant – Manager

Technical Support – Paints & Coatings

Department: Sales

Location: Mumbai

About Us:

Dai-ichi is at the forefront of the specialty chemicals industry, dedicated to innovation and excellence. We are committed to delivering high-quality products & services to our customers and our success is built on the foundation of skilled professionals who drive the business forward. We are currently seeking an experienced Executive to be a part of our technical support activities, particularly in the Paints, Agrochemicals & Personal care

Job Summary:

The candidate will take care of the technical support activities (like providing technical assistance to customers, internal sales people, and resolving issues / complaints). He requires strong chemistry knowledge, problem-solving skills for the Paints & Coatings segment. Application knowledge of paints & coatings is a must.

Key Responsibilities:

- Provide technical support to customers and internal teams regarding Dai-ichi's products
- Troubleshoot technical issues by investigating root causes, and implement solutions
- Maintain and improve product knowledge and technical expertise for continual improvement
- Knowledge of documentation, certificates & technical information necessary as per global business requirements
- Collaborate with cross-functional teams (e.g. QA/ QC, R&D, Sales, Manufacturing) for enhancing the knowledge for troubleshooting
- Should have strong knowledge of the Paints & coatings & its applications
- Should have the knowledge of taking successful trials & prove our product's performance at customer end viz-a-viz competition
- Should be open to travel extensively PAN India & other international locations if needed
- Need to understand the various methods of analysis / testing & understanding of the parameters as per accepted industry norms
- Should be having a knowledge to do comparative testing of competitor products & suggest amendments / changes if any
- Cross-functional coordination within Dai-ichi to solve challenges at customer end

Requirements:

- B.E. Chemicals / B. Tech (Paint Technology)/ Paint Technologist
- Atleast 6-7 years of experience in Paints & Coatings arena in technical support role
- Excellent problem-solving and analytical skills
- Good communication and interpersonal skills
- Ability to work in a team

Why Join Dai-ichi

Be part of a company that values innovation, sustainability, and operational excellence. Work in a dynamic and collaborative environment with opportunities for professional growth. Contribute to the success of a leading specialty chemicals company.