

SERVICE MANAGER – LEAK TESTING – TASI INDIA

Location: Pune, Maharashtra

Department: Service

Position: Service Manager – Leak Testing

Experience: 12+ years

Education: Bachelor's degree in engineering – Electrical / Electronics / Instrumentation / Mechatronics / Automation or related discipline

Travel: Extensive travel across India and occasional international travel

About TASI India

TASI India, operating through Sciometric Technologies India Pvt. Ltd., is part of the global TASI Group and provides advanced testing, leak detection, process monitoring and manufacturing analytics solutions to customers across automotive, EV, medical, consumer electronics and industrial sectors.

Our portfolio includes advanced leak testing, in-process testing, manufacturing analytics and AI-enabled solutions designed to improve product quality, process capability and manufacturing performance.

Position Summary

The Service Manager – Leak Testing will lead and manage the Service function for TASI India, ensuring high-quality technical support, installation, commissioning, troubleshooting, preventive maintenance and customer service for TASI's testing and manufacturing solutions.

The role will be responsible for managing service operations, field service resources, customer escalations, service response and resolution, technical capability development and continuous improvement.

The Service Manager – Leak Testing will work closely with the General Manager, Sales, Applications, Engineering, Operations and global TASI/CTS/Innomatec teams to ensure successful customer deployments and high levels of customer satisfaction.

This is a hands-on leadership role requiring strong technical understanding, customer-management capability and willingness to travel extensively.

Key Responsibilities

Service Operations

- Lead the 6–12 member Service team, managing workload, resources, service delivery and performance.
- Ensure safe, timely and customer-focused service in line with TASI standards.

Installation & Commissioning

- Lead installation, commissioning, validation and handover of TASI testing systems at customer sites.
- Coordinate with Applications and Engineering teams to resolve commissioning issues.

Technical Support & Escalations

- Lead resolution of complex electrical, instrumentation, software, PLC and system-level issues.
- Drive root-cause analysis and corrective actions, involving global TASI/CTS/Innomatec teams when required.

Customer Management

- Manage key customer relationships and major service escalations.
- Drive customer satisfaction, system uptime and timely issue resolution.

Preventive Maintenance & Spares

- Manage preventive maintenance programs, service contracts and equipment performance.
- Ensure availability of critical spare parts and support service quotations/AMC requirements.

Team Development

- Mentor and develop Service Engineers through training, technical guidance and competency development.
- Build a strong, accountable and customer-focused Service team.

Service KPIs & Reporting

- Monitor service KPIs including response time, resolution time, open calls, repeat failures, uptime, utilization and customer satisfaction.

Technical Skills Required

The ideal candidate should have strong practical knowledge of:

- Industrial automation and manufacturing test systems
- Electrical, electronic and instrumentation systems
- Sensors, measurement and data acquisition
- Leak, functional and process testing
- PLCs and industrial communication protocols – Profinet, Ethernet/IP, Modbus, TCP/IP
- System troubleshooting, commissioning and integration
- Calibration and troubleshooting of measurement instruments
- Manufacturing processes and production-line environments

Preferred: Experience with pressure/vacuum decay, mass flow or tracer-gas/helium leak testing, and exposure to LabVIEW or similar test/application platforms.

Candidate Profile

- **12+ years' relevant experience** in industrial automation, testing, instrumentation, manufacturing equipment or technical service.
- Engineering degree in **Electrical, Electronics, Instrumentation, Mechatronics, Automation** or related discipline.
- Proven experience in **installation, commissioning, troubleshooting and customer support**.
- Experience **leading or mentoring Service/Application Engineers**.
- Exposure to **automotive, EV, medical or high-volume manufacturing** environments preferred.
- Strong **technical problem-solving, customer management and communication** skills.
- Ability to **lead teams, manage priorities and take ownership** of customer issues.
- Experience working with **global technical/product teams** is an advantage.
- Willingness to **travel extensively across India and internationally**.

Key Competencies

Technical Leadership | Customer Focus | Problem Solving | Service Operations | Team Leadership | Root Cause Analysis | Communication | Ownership | Planning & Execution | Continuous Improvement

Success in the Role

Within the first 6–12 months, the Service Manager – Leak Testing should be able to:

- Establish clear service processes and escalation mechanisms.
- Improve response and resolution times.
- Build technical capability within the Service team.
- Improve customer satisfaction and communication.
- Reduce repeat service issues through structured root-cause analysis.
- Strengthen preventive maintenance and service-contract practices.
- Improve coordination between Sales, Applications, Engineering and Service.
- Establish a reliable service KPI dashboard for the India business.
- Build a scalable service organization capable of supporting TASI India's growth.

Why Join TASI India?

This is an opportunity to lead a technically specialized service function within a global technology organization, working with advanced manufacturing test, leak detection, process monitoring, analytics and AI-enabled solutions across leading manufacturing industries.
