

## **SERVICE ENGINEER**

### **Key accountabilities:**

Responsible for:

- National service structure and staffing to meet customer requirements;
- All aspects with regards to managing service staff;
- Departmental budgets, including budgets for individual technicians;
- Performance against budgets;
- Training programmes within the department;
- Liaising with principles with regards to sourcing parts and training;
- Regulating of service charges;
- Liaising with customers and handling of customer complaints;
- Ordering and controlling stock;
- Budget and sales of Fluke Biomedical instrumentation;
- Planning and implementing routine service.

### **Prerequisites:**

The ideal incumbent will meet the following criteria:

#### **1. Qualifications**

T4/S4/Btech degree  
Business Management Diploma will serve as a recommendation.

#### **2. 2. Relevant experience**

- At least five years practical experience in the repair of electronic equipment
- Five years service management experience in a similar sized organisation

#### **3. 3. Skills and competencies**

- Managerial skills to manage and lead the Service Department.
- Good knowledge of customer base and be known to bio-engineering staff of private and state hospitals, as well as state electro-medical vendors.
- A high level of the necessary technical skills and abilities, combined with the appropriate experience in the technical field.
- Ability to liaise and negotiate with customers and to formulate proposals to meet their servicing needs.
- Knowledge of budgeting formulation and the control process.
- Selling and promotional skills.
- Be able to do presentations at management level.

- Construct and deliver management reports to executive management.
- Experience in using Microsoft Office products, especially Word and Excel.
- Able to present using spreadsheets and Power Point presentations.

#### **4. 4. Other requirements**

Membership of a professional organisation such as CEASA would be a recommendation.