



Service Technician Clinical

Based – Cape Town

The following vacancy exists and those interested are requested to apply in writing

Job Grade	CL
Reporting to	Service Manager Cape Town
Job Purpose	Main responsibility is to ensure quality service and quick turn around times when repairing and servicing of the equipment. You will be required to troubleshoot and resolve technical phone calls as well as provide technical expertise at customer sites. Your area requires a lot of traveling throughout the Eastern & Western Cape. You will also be required to work after hours should this be necessary to resolve a customer repair.
Required Learning	Electronics background or relevant tertiary qualification Computer skills in Excel, Word, etc. Previous training on any Medical or Clinical products
Key Job Outputs	<ul style="list-style-type: none">○ Respond within 2 hours (maximum) on all incoming calls.○ Adhere to the 24-hour maximum repair time on any customer call-out with the exception of when spares are required. In this instance, it is the technician's responsibility to ensure that the spares are ordered and received.○ Customer update – The customer is to be kept informed by yourself at all times as to the progress of repairs and service of their equipment.○ In case of contracts, preventative maintenance services are to be scheduled twice yearly, and carried out.○ 6 day maximum turn around time for in-house jobs.○ All jobs to be labeled with job labels indicating the following detail: technician responsible, date the job entered the workshop, customer name and call centre number and work progress.○ Each technician must be responsible for his or her customer base, and to ensure that they have a list of their customer base with them at all times. This list must be used as a working tool.○ Any change in the details on the customer list, must be passed on to the co-ordinator in order to update the company database.○ Hand in completed job-cards the day after the job is complete, or at the latest, the end of the week in which the job was completed.○ To maintain their call-centre list and ensure that jobs are not carried over to the following

week or month.

- To follow-up and ensure that all spares are ordered and received.
- It must be understood that as a service department, our customers are the sales reps. Therefore, there must be a close co-operation and respect between the service & sales departments at all times.

Core Competencies

- Person must have the initiative to be able to work by themselves and have the discipline to ensure customer service levels are maintained.
- Integrity - reflecting accepted levels of moral values and business ethics.
- Building relationships - the ability to get along with clients and staff and to be liked by them through developing a rapport with them.

Enquiries/ Applications

Fax your CV to **021 555-1475** or e-mail: **francoisa@scientificgroup.com**
Closing date of applications will be **Friday 21 July 2007**