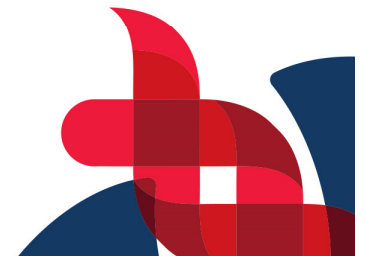


# Junior Technician Based – Cape Town

<b>Division</b>	<b>Medical Devices</b>
<b>Job Grade</b>	<b>B</b>
<b>Reporting to</b>	<b>Technical Service Manager: Surgical Innovations</b>
<b>Job Purpose</b>	To ensure quality technical service provided to all Customers, in the quickest possible turnaround time.
<b>Required Learning</b>	<ul style="list-style-type: none"><li>• Relevant Engineering Degree/Diploma;</li><li>• Troubleshooting logic and ability;</li><li>• Good computer skills specifically MS Office essential;</li><li>• Good Knowledge of Sales Force or similar software;</li><li>• 1 years related experience as a Field Service Technician</li></ul>
<b>Key Job Outputs</b>	<ul style="list-style-type: none"><li>• <b>Service support</b> – ensure quality service levels for technical service support</li><li>• <b>Stock</b> - Ensure correct levels of spares and literature are available to support products</li><li>• <b>Sales</b> – provide sales leads to relevant sales persons</li><li>• <b>Turnaround time</b> – adhere to contract specific SLA’s repair time, with exception where spares are required</li><li>• <b>Customer service</b> – keep Customer informed at all times regarding the progress of repairs and service; adhere to 2 day maximum for in-house repairs; record keeping procedure to be followed</li><li>• <b>Admin</b> – ensure all admin procedures are followed and deadlines are met; follow-up and ensure relevant spares are ordered and received; complete job cards; maintain an Outlook Calendar for all activities</li><li>• <b>Sales, Service relations</b> – relationship between sales representatives and service department must be kept at highest level</li><li>• <b>Training</b> –attend supplier training and in-house training</li><li>• <b>Working overtime as well as weekends</b> – on occasion you will be required to work overtime as well as over weekends, as and when the company requires according to operational requirements.</li></ul>



### Core Competencies

- **Innovation:** The capacity to search for and initiate novel and inventive ideas, methods and approaches;
- **Planning & Organising:** Capacity to break down task into subtasks or sub-goals, to anticipate obstacles and evaluate alternatives, recognise gaps to be addressed;
- **Networking / liaison:** Capacity to develop a wide network of business contacts and use influential people as agents to accomplish one's own objectives;
- **Integrity:** Ability to reflect acceptable levels of moral values and business ethics;
- **Customer service orientation:** Willingness to anticipate, recognise and meet the needs of internal and external customers;
- **Drive:** A Self-starter and originator, maintains high levels of activity and produces a high level, high quality output;
- **Attention to detail:** With a specific focus on numeracy and figure accuracy
- **Modelling:** Capacity to actively influence the commitment and loyalty of team members through personal action and endeavour

### Job Requirements

- Valid Code 8 South Africa Driver's Licence
- Own reliable transport which can be used on the job on a daily basis
- To travel regularly to go and see various clients, including travel within South Africa, and possibly also international locations
- Over-night stays may be required
- Prior Sales Force or similar software experience advantageous

### Applications

Email your CV to [beverleys@ascendismedical.com](mailto:beverleys@ascendismedical.com) or [kellyr@ascendismedical.com](mailto:kellyr@ascendismedical.com)

The closing date for applications is COB on the 15<sup>th</sup> August 2018

**Should you not have received a response from HR to your submission within 14 days, please consider your application unsuccessful.**

