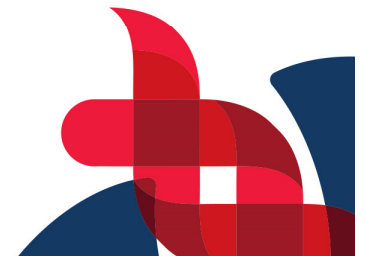


Technician Based - Durban

Division	Medical Devices
Job Grade	C_Upper
Reporting to	Technical Service Manager: Surgical Innovations
Job Purpose	To ensure quality technical service provided to all Customers, in the quickest possible turnaround time.
Required Learning	<ul style="list-style-type: none">• Relevant Engineering Degree/Diploma;• Troubleshooting logic and ability;• Good computer skills specifically MS Office essential;• Good Knowledge of Sales Force or similar software;• 3 years related experience as a Field Service Technician
Key Job Outputs	<ul style="list-style-type: none">• Service support – ensure quality service levels for technical and application support• Stock - Ensure correct levels of spares and literature are available to support products• Sales – provide sales leads to relevant sales persons• Turnaround time – adhere to contract specific SLA’s repair time, with exception where spares are required• Customer service – keep Customer informed at all times regarding the progress of repairs and service; preventative maintenance services to be scheduled for contract customers; adhere to 2 day maximum for in-house repairs; record keeping procedure to be followed• Admin – 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• Sales, Service relations – relationship between sales representatives and service department must be kept at highest level• Team coordination – compile and maintain your call roster within the service team, preventative maintenance schedule and overtime report• Training – scheduled training to be done for both service technicians and customers; attend and present supplier training, assist in coordination of training schedule• Working overtime as well as weekends – on occasion you will be required to work overtime as well as over weekends, as and when the company requires according to operational requirements.



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 software experience advantageous

Applications

Email your CV to beverleys@ascendismedical.com or kellyr@ascendismedical.com

The closing date for applications is COB on the 12 October 2018

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

