



VACANCY: Technician: KZN

REPORTS TO: Technical Manager

DIVISION: Technical

AREA: Durban

Introduction:

The purpose of the Technician is to ensure that all technical aspects within their jurisdictions are service and quality driven, resulting in total customer satisfaction, achieving a monthly service budget, whilst covering a dedicated Territory (Area) assigned to him/her. To react and carry out customer requests for repairs and service, with a sense of urgency and within deadlines set.

To take care of all customer needs in this assigned area, to co-ordinate and solve all customer related queries/complaints and to ensure customers are satisfied with the service received from RCA at all times. The Technician's role will contribute to the overall achievement of the Division's Technical Sales, business strategies, vision, mission and goals.

Job Objective:

- To ensure that all technical aspects within their jurisdiction are service and quality driven, resulting in total customer satisfaction.
- Comply with Divisional ISO13485 policies.
- To react and carry out customer requests for repairs and service, with a sense of urgency and within deadlines set.
- To ensure that all technical repairs are carried out in accordance with RCA protocols and manufacturer specifications.
- To ensure that service spare stock in their possession is always controlled and accounted for.
- To ensure customer satisfaction and quick turnaround of repairs, at all times.
- Performs warranty services and installations.
- Executes technical corrective actions.
- Performs corrective repairs / maintenance visits.
- Provide feedback on quality situation and issues from the field to management.
- Provide support to the Sales Representatives in the field.
- Provide support to Sales and Marketing for congresses, exhibitions and workshops.
- Cooperates with Sales on service / accessories for contract development and implementation.

RESPIRATORY CARE AFRICA (PTY) LTD

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Vat No 4940179676

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South Africa

CONSISTENT COMMITTED SERVICE



Minimum Requirements

Experience:

- Experience on medical ventilators, infant warmers, incubators, patient monitors will be advantages.
- Minimum 3 years' work experience within the medical equipment field

Qualifications:

- Minimum national diploma in Electrical engineering - Light current/ Electronic engineering/Clinical engineering

Competency and skills:

- Ability to work under pressure.
- Must have good reporting & feedback communication skills.
- Must be self-starter, self-motivated and hard working.
- Energetic/Enthusiasm & willingness to grow territory.
- Ability to apply logic and a sense of urgency.
- Must be able to work longer hours, if required.
- Must be willing to travel.
- Reside within the area / proximity to the area.
- Must have a valid driver's license.
- Must have personal vehicle.

The position will report directly to the Technical Manager: Should you believe that you meet the above criteria and would be interested in applying for the position, please submit your application in writing (email is permissible), with a short motivation in support of your application to The HR Team (recruit@rca.co.za), by no later than Friday 17th of April 2026.

Should you not be contacted within two weeks of your application being submitted, please consider your application unsuccessful.

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