

## **VACANCY: FIELD BENCH TECHNICIAN x 2**

### **Location - Durban (Cornubia) & Gauteng (Johannesburg)**

Tara Healthcare is a leading South African healthcare company specialising in the supply and distribution of medical devices, diagnostic equipment, surgical products and healthcare solutions. With a national footprint and operations across South Africa, we are committed to delivering exceptional technical support, customer service and innovative healthcare solutions that improve patient outcomes.

We are currently recruiting **two experienced Field Bench Technicians** to join our Technical Services team:

- **1 x Durban (Cornubia)**
- **1 x Gauteng (Johannesburg)**

### **Purpose**

The Field Bench Technician is responsible for the installation, servicing, maintenance and repair of medical equipment at customer sites and within the workshop. The successful candidate will provide exceptional technical support, preventative maintenance, fault diagnosis, calibration and end-user training while ensuring high customer satisfaction and compliance with company service standards. This position requires extensive travel, strong technical expertise and the ability to work independently within a fast-paced healthcare environment.

### **Key Responsibilities**

#### **Technical Service & Maintenance**

- Install, service and repair electro-medical equipment.
- Diagnose faults and perform preventative and corrective maintenance.
- Conduct equipment calibration and verification in accordance with manufacturer specifications.
- Ensure all calibration certificates and service records are accurately maintained.
- Perform equipment testing before customer handover.
- Respond promptly to service callouts and breakdowns.

#### **Customer Service**

- Deliver exceptional customer support and technical assistance.
- Keep customers informed throughout the repair and service process.
- Schedule preventative maintenance visits for contracted customers.
- Provide end-user training on equipment operation and maintenance.
- Maintain professional relationships with healthcare professionals and customers.

#### **Service Administration**

- Complete job cards and service documentation accurately.
- Maintain CRM records and service reports.
- Submit daily activity reports and weekly work plans.
- Follow company procedures regarding spare parts ordering and inventory.
- Ensure administrative deadlines are consistently met.

### **Team & Operational Support**

- Work closely with the Sales Team by identifying potential sales opportunities and referring leads.
- Participate in service team planning and preventative maintenance scheduling.
- Attend internal and supplier technical training.
- Support continuous improvement initiatives within the Technical Services Department.

### **Minimum Requirements**

- National Diploma in Electrical Engineering (Light Current) or equivalent.
- Minimum **5 years' technical experience** within the South African medical device industry.
- Strong knowledge of electronics, electrical systems and IT networks.
- Experience installing, servicing and maintaining electro-medical equipment.
- Product knowledge of clinical and point-of-care diagnostic equipment will be advantageous.
- Computer literacy (Microsoft Office and CRM systems).
- Valid Code B South African driver's licence.
- Ability to travel extensively throughout South Africa.
- Willingness to work overtime, weekends and overnight away from home when operationally required.

### **Skills & Competencies**

- Excellent fault-finding and diagnostic skills.
- Strong technical and analytical ability.
- Excellent customer service orientation.
- Strong communication and interpersonal skills.
- Effective planning and organisational skills.
- Ability to work independently and under pressure.
- High attention to detail.
- Professional presentation.
- Self-motivated and proactive.
- Team player with excellent problem-solving ability.

### **Key Performance Indicators (KPIs)**

- Technical service response times.
- Equipment repair turnaround times.
- Preventative maintenance completion.
- Customer satisfaction.
- Accuracy of service documentation.
- Calibration compliance.
- Service quality standards.
- Technical reporting accuracy.
- Contribution to sales opportunities.
- Compliance with company procedures and service standards.

**Working Conditions**

- Field-based role with regular customer visits.
- Monday to Friday.
- Extensive travel throughout South Africa.
- Overnight travel required.
- Overtime and weekend work may be required according to operational requirements.

**Start Date**

**As soon as possible.**

**Applications**

Interested candidates should email the following documents:

- Comprehensive CV
- Certified copy of ID
- Certified qualifications
- Valid driver's licence

**Email: [shanitha@tarahealthcare.com](mailto:shanitha@tarahealthcare.com)**