

SKINTECH

Medical Dermatology Equipment | Southern Africa

VACANCY: JUNIOR FIELD SERVICE TECHNICIAN

Reports To:	Operations Manager / Director
Division:	Technical & Field Service
Base Location:	Durban, KwaZulu-Natal
Travel Required:	Yes – KwaZulu-Natal and other provinces as required
Employment Type:	Permanent, Full-Time
Start Date:	August 2026

About SkinTECH

SkinTECH is a Durban-based medical equipment distributor specialising in dermatology technology. We serve a network of dermatologists, general practitioners, and allied health professionals across Southern Africa. Our portfolio spans advanced phototherapy systems, diagnostic imaging devices, cryotherapy units, and medical treatment devices.

As we grow our footprint, we are seeking a technically capable and customer-focused Junior Field Service Technician to join our team, based in Durban with travel across South Africa and select African markets.

Role Summary

The Junior Field Service Technician will receive product training through SkinTECH and/or our international brand partners, gaining the technical competence and certifications required to service each device in the portfolio. The successful candidate will work closely with the SkinTECH management team and our brand partners.

This is an excellent opportunity for a motivated technician looking to build a career in the medical device industry, working with a focused and growing business that holds exclusive rights to leading international brands.

Key Responsibilities

Technical Service & Maintenance

- Install, configure, and commission SkinTECH medical equipment at customer sites in accordance with manufacturer specifications and SkinTECH protocols.
- Calibrate and verify electro-medical devices according to manufacturer and regulatory specifications.
- Maintain accurate records and filing of calibration certificates, job cards, and service reports.
- Perform fault-finding and corrective technical repairs on medical devices across the product portfolio.
- Conduct scheduled preventive maintenance visits efficiently and professionally.
- Execute warranty services and technical corrective actions as directed.

- Ensure quality control of all equipment serviced, repaired, or commissioned.
- Service and maintain third-party medical equipment on customer premises - including examination and ancillary practice equipment - as directed by management and subject to competency assessment.

Customer Engagement & Support

- Deliver high levels of customer satisfaction at all times, maintaining a professional and presentable standard.
- Conduct operator training and device orientation for new customers and practice staff.
- Respond promptly to service requests and equipment breakdowns, applying a sense of urgency and meeting agreed turnaround times.
- Communicate proactively with customers regarding service timelines, part availability, and outcomes.
- Ensure all on-site interactions reflect the professional standards expected of SkinTECH.

Reporting & Administration

- Maintain up-to-date equipment history logs and service records per customer site.
- Report, compile and submit quality issues, field observations, and customer feedback to management.

Sales & Commercial Support

- Support the SkinTECH team with equipment demonstrations and set-ups at customer sites and events.
- Assist at congresses, exhibitions, and clinical workshops as required.
- As SkinTECH expands into additional regions, contribute to the mentorship and onboarding of incoming technicians, supporting the standardisation of SkinTECH service protocols and technical knowledge transfer across the team.

Minimum Requirements

Qualifications

- National Diploma in Electrical Engineering (Light Current), Electronic Engineering, or Clinical Engineering.
- A qualification in Biomedical Engineering is advantageous.

Experience

- Minimum 2 years' technical experience, in the medical device market advantageous.
- Ability to install, administer, and troubleshoot electro-medical hardware, software, and associated networks.
- Strong electronic, electrical, and IT knowledge.

Key Competencies & Skills

- Honesty, accountability, and reliability.
- Professional, presentable, and punctual.
- High attention to detail and accuracy in all technical and administrative tasks.
- Ability to work under pressure and manage frequent interruptions effectively.
- Self-motivated with a proactive approach to problem-solving and territory management.

- Strong verbal and written communication skills.
- Customer service excellence - comfortable engaging with medical professionals and clinical staff.
- Good decision-making, listening, and presentation skills.
- Team player with the ability to also work independently when required.
- Willingness to take responsibility and contribute to team success.

Practical Requirements

- Must be based in Durban or within the greater eThekweni area.
- Willingness and ability to travel to other cities and provinces as operational requirements demand.
- Valid, unendorsed Code B South African driver's licence.
- Own reliable vehicle (travel reimbursement provided).
- South African citizen or permanent resident.

What SkinTECH Offers

- Competitive salary commensurate with experience.
- Comprehensive product training provided by SkinTECH and/or our international brand partners, with technical certifications where applicable.
- Exposure to leading international medical dermatology technology.
- A growing, focused company with strong national presence and exclusive international distribution rights.

How to Apply

Submit your CV, certified qualifications, South African ID, and driver's licence to:

sales@skintech.co.za

Subject line: Junior Field Service Technician – KZN Application

Only shortlisted applicants will be contacted. If you have not received a response within two weeks of the closing date, please consider your application unsuccessful.