

Job Title:	Service Technician
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Department/ Business Unit:	HospEquip VIC	Reports to:	State Manager
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Job Purpose

- Provide installation, scheduled maintenance, and breakdown services to HospEquip customers throughout Metropolitan and Regional Victoria.
- To contribute to grow the HospEquip service department by developing strong customer relationships, assisting with sales support, and completing assigned jobs in a timely and professional manner.
- Champion all products in the portfolio as an integral part of the service department by developing strong customer relationships, working closely with sales and marketing, and developing strong vendor relationships.
- Provide engineering expertise on field R&D activities on equipment and devices.
- Demonstrate a strong commitment to meeting the needs of customers to ensure their full satisfaction by providing timely and quality service.

Reporting/Working Relationships

- Service Manager, HospEquip VIC
- State Manager, HospEquip VIC

Key Responsibilities

- Perform corrective service, preventative maintenance, and in-house repair in a professional and customer-oriented manner.
- Promptly respond to all service and support calls designated by Service Administration and Senior Service Technician.
- Participate in the service management system by actively communicating calendar scheduling with Service Administration, promptly entering Service Report and effectively managing spare parts inventory.
- Participate in equipment installations as required, working with a team of internal and external technicians, engineers and contractors or the facilities department to install and commission equipment.
- Work closely with other departments to contribute to the sales and business development process and ensure that customer needs are met.
- Maintain a safe working environment and proactively identify and deal with issues.

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- Escalate identified product faults to Service Manager and follow up with customer on fault resolution as appropriate.
- Effectively track and account for “boot stock” spare parts inventory via regular stock takes.
- Ensure that department practices/service work are completed safely, in compliance with company policies and procedures, legislative requirements and quality standards
- Lead/participate in continuous process and quality improvement projects as required
- Undertake ongoing personal development and technical training as required
- Undertake any additional administration/office duties as directed or required.
- Participate in spare parts warranty returns processes in a timely manner.
- Utilise loan stock equipment to service customer requirements, track and account for equipment movements and maintain equipment in a fully serviceable state.

Quality and Safety Requirements and Responsibilities

- Comply with Quality System requirements;
- Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any policy, procedure or work instruction relating to health and safety at the workplace that has been notified to you;
- To ensure compliance with applicable legislation, customer requirements and given the exposure risk to the business, it is a requirement of this role that you maintain any appropriate vaccinations and background checks as appropriate.
- Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values.
- Understand and adhere with Principals’ applicable compliance, code of conduct policies and procedures;
- Understand and adhere with MTAA &/or MTNZ Code of Conduct.

Selection Criteria

- Essential**
- Understanding of Device Technologies policies and procedures including any vaccination and background checks in line with your role and responsibilities.

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- Excellent communication skills to communicate effectively with Customer (written and oral).
- Exceptional time management skills.
- Excellent problem solver and can resolve issues for customers on the phone.
- Mechanical aptitude.
- General professionalism and confidentiality.

Desirable

- Microsoft Office Skills
- Restricted Electrical license (disconnect / reconnect).
- Test & Tag Certified