

POSITION DETAILS			
Position Title	Service Technician	State/Region	Mitchell HealthCare
Reports to	Warehouse & Logistics Team Leader	Date updated	May 2019
Travel Required	Yes – local/regional	Application Closes	21 June 2019
Applications to be sent to:	recruit@mitchellhealthcare.com.au		

POSITION SUMMARY
The Service Technician is responsible for providing service and technical support customers and staff, managing all workshops and on-site installation, repair, maintenance and test tasks. Regional and local travel is required in order to support our customer base.

DECISIONS THIS ROLE IS ACCOUNTABLE FOR	RECOMMENDATIONS THIS ROLE MAKES
Diagnostics and determining proper solutions	Information collected at point of sale
Determining life cycle of equipment	Replenishment of stock
Prioritisation of scheduling based on customer needs and orders	Vehicle maintenance
Ensuring availability of correct parts in order to complete work	

Essential skills and experience required for this position
<ul style="list-style-type: none"> • Mechanical or technical aptitude • Ability to deal with the public in a clear, compassionate and patient manner • Strong listening and effective questioning techniques • Strong organisational skills with the ability to set priorities to ensure deadlines are achieved • Strong administration skills • Good computer literacy

MAJOR AREA OF ACCOUNTABILITY	Priority	1	% of time	20%
Dealing with the customer				
WHAT I NEED TO DELIVER	HOW SUCCESS IS MEASURED			
Listening and questioning	<ul style="list-style-type: none"> Ability to determine issue/fault through asking the right questions 			
Communicating	<ul style="list-style-type: none"> Customers' expectations are successfully managed through clear communication of required job, costs and timing. Escalate issues in a timely manner to internal sales for their support All required sign off processes have been followed – including pre approvals or post site visit approvals 			

MAJOR AREA OF ACCOUNTABILITY	Priority	2	% of time	20%
Service and Technical Support				
WHAT I NEED TO DELIVER	HOW SUCCESS IS MEASURED			
Assess	<ul style="list-style-type: none"> Correct identification of equipment error or maintenance required 			
Identify Correct parts	<ul style="list-style-type: none"> Correct parts ordered in order to complete job to manufacturer's standards ideally in one visit 			
Test	<ul style="list-style-type: none"> Customer issue has been resolved and verified through thorough testing and positive customer feedback. 			

MAJOR AREA OF ACCOUNTABILITY	Priority	3	% of time	20%
Administration and Process				
WHAT I NEED TO DELIVER	HOW SUCCESS IS MEASURED			
Accurate records	<ul style="list-style-type: none"> Recording the reported fault, error found and resolution including using POS. Invoicing completed and record of payment 			
Sourcing of spare parts	<ul style="list-style-type: none"> Liaise with manufacturers and spare parts suppliers to courses correct parts as required 			

MAJOR AREA OF ACCOUNTABILITY	Priority	1	% of time	10%
Safety and Environment				
WHAT I NEED TO DELIVER	HOW SUCCESS IS MEASURED			
Safety	<ul style="list-style-type: none"> Job is completed without injury Zero at fault vehicle accidents Fully maintained vehicles 			
Environment	<ul style="list-style-type: none"> Our customers always feel safe and cared for Customers are left with safe and fully functioning equipment Immediate escalation safety concerns to relevant parties (both internal and customer) Parts are appropriately removed/disposed of properly 			