

Job Description

JOB TITLE	Service Technician
LOCATION/ DEPARTMENT	Working mainly in the South East of England but will be expected to travel to anywhere in the UK or Ireland Mediquipe Engineering Services
REPORTS TO/ SUPERVISED BY	Service Manager

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To service or repair and install a range of high specification rehabilitation equipment, located throughout the UK and Ireland. This customer facing role will provide the highest level of customer service to all customers; and will aim to identify equipment sales opportunities for Client Relationship Managers. The role is physically demanding and will involve some heavy lifting.

KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- Carry out planned preventative maintenance servicing, providing repair solutions to all reported faults, and completing installations and relocations as scheduled by the Service Manager
- Ensure that all equipment is serviced and repaired to the specified standards
- Maintain a high level of customer service, and establish new customer relationships when opportunities arise
- Support conferences and other marketing events as required
- Perform equipment demonstrations to customers and carry out training on new equipment sales
- Carry out effective and economical route planning of assigned service runs
- Control and maintain personal spares kits and tool kit
- Perform warehousing duties which would include, but not be limited to: accepting deliveries and equipment/parts stock control
- Maintain both written and electronic service and stock records accurately
- Effectively utilise company ICT systems; which includes the IPRS stock database and intranet

General:

- To take initiative in maintaining your individual professional development in order to continue to deliver appropriate servicing requirements
- To liaise, as regularly as needed, with your line manager and in certain situations with other IPRS staff e.g. Client Relationship Managers, Administration Team
- To prioritise work tasks and time manage to ensure that all tasks are completed accurately and within set timescales
- To take initiative and responsibility within the Mediquipe Team and actively contribute to the overall effectiveness of the team
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment
- To undertake any other duties compatible with the grading of the post, as required

Person Specification

QUALIFICATIONS, TRAINING AND EXPERIENCE: (E) Essential, (D) Desirable

- Technically competent in both mechanical and electrical disciplines (E)
- NVQ Level 2 or 3 – Engineering Maintenance (or similar) (D)
- Experience of electro-mechanical fault finding (E)
- A minimum of 2 years experience working in an electro-mechanical service environment (D)
- Experience of working in a customer focused organisation (E)

SKILLS AND ABILITIES:

- Clear and concise written and spoken communication skills
- Attention to detail and the ability to record information accurately
- Ability to work on own initiative with minimal supervision in a proactive & methodical manner
- Ability to deliver external client training in a professional and confident manner
- Ability to work with databases and Microsoft programmes
- Willingness to travel the UK and occasionally Ireland and to be flexible with working hours in order to fulfil IPRS service and delivery requirements
- Must possess a full clean driving licence

MANAGEMENT STRUCTURE

