

QAD-0250 JOB DESCRIPTION

Service Technician

Reporting to: Service Manager

Duties of the position:

1. Provide Technical support to diagnose faults, effect repairs down to component level and calibrate equipment in relation to Pressure, Temperature, Force, Dimensional, Flow and Electrical parameters.
2. Ensure all repairs, calibrations and associated tasks are conducted such that they comply with both NATA and ISO 9001 requirements.
3. Maintain personal knowledge and capabilities up-to-date in relation to the technical requirements of the position.
4. Maintain and develop Automated Testing Equipment (ATE) Systems for internal and external calibration use.
5. Provide technical support for both in-house and on-site calibration jobs as required.
6. Liaise with equipment manufacturers and the company's suppliers to ensure specific Technical and Calibration Data is accurate and up-to-date to effectively and efficiently repair and calibrate customer's equipment.
7. Support the operation of computer-based systems, particularly in relation to Service Management and Administrative Systems.
8. Assist QA and NATA Managers to ensure any Non-conformances in relation to NATA or ISO 9001 are reported and remedied.
9. From time-to-time provide Technical Support for Sales Engineers in relation to the company's product lines.
10. Actively support corporate policies including Human Resource Management (HRM) and Quality Assurance (QA).
11. Other duties as directed.

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Qualifications for this position

Mandatory:

1. Extensive experience in Fault Diagnosis, Technical Repair and Calibration of Test & Measurement Equipment.
2. A thorough knowledge of the standards and accredited bodies associated with the servicing and calibration Electrical and Electronic Test & Measurement Equipment e.g. ISO 17025 and the National Association of Testing Authorities (NATA).

Desirable:

1. Experience in calibration laboratories.
2. Experience in the development of Automated Testing Equipment (ATE) Systems.
3. Proficient in the understanding and application of Business Systems in particular Service Management and Administrative Systems.
4. Proficient in the understanding and use of Computer Applications such as Word Processing, Spreadsheets, Inventory Systems, Purchasing & Customer Relationship Managers.

Personal Characteristics:

1. Good communication skills both oral and written.
2. Maturity and independence.
3. Empathy with other staff and customers.
4. Willingness to contribute positively to the culture of TRIO Smartcal Pty Ltd and to be a positive team member.