

Role Specification – Assistant Product Repair Technician

Objective(s)

To support the Product Repair Team by undertaking inspection, diagnosis and repair of electronic or mechanical equipment returned by customers via Customer Service 'events'. This process requires working through warranty- and chargeable aftersales cases in sequence to identify cause of failure, isolating & replacing faulty components, re-assembling, and fully testing each unit to confirm resolved.

To instruct, authorise and oversee any warranty repair work undertaken by 3rd-party approved Service Centres, operating according to the Weldability Sif Service Centre Handbook warranty procedures.

To report event notes and outcomes for each inspection/repair job, via the Company's intranet system.

To provide pre-sale guidance and post-sale technical assistance to customers via the Internal Sales and Customer Service teams. Ensuring any 'frequently asked' questions are entered onto the Company's Knowledge-Base system for publishing to colleagues and customers.

To assist with testing of potential and existing products within the range, for on-going improvement.

To facilitate the preparation and delivery of demonstrations and training with colleagues, as required.

Key Duties & Responsibilities

- 'Event' caseload management of equipment repairs in-progress, to achieve swift completion.
- Inspection, diagnosis, repair, reassembly and testing of electronic and mechanical equipment.
- Reporting and administration – updating 'Event' notes and 'Work In Progress' reports.
- Identifying and requisitioning replacement parts as required to complete warranty repairs.
- Raising and transmitting (via Customer Service) quotations for non-warranty repairs.
- Liaising with 3rd-party Service Centres for delegated warranty 'Events' repaired externally.

KPIs & Incentives

Key Performance Indicator	Objective	Incentive
Work-In-Progress Caseload	Rewarding efficient workflow, to maintain work-in-progress below maximum threshold of outstanding cases per month.	£ quarterly bonus (from completion of probation)

Qualities & Attributes

Vocationally-qualified in electronic engineering, with mechanical engineering beneficial; tidy-minded; resourceful; good time-management and proven attention to detail.

Reporting To :

Service Manager, Commercial Director

Supported By :

Customer Services Team.

