

JOB DESCRIPTION

Job Title:	Workshop Technician
Department:	Operations
Reporting To:	Operations Manager
Location:	Dunstable
Objective:	To assist technicians and test operators during the refurbishment process

Responsibilities:

1. Working within the existing hands on team
2. Being responsible for all technical aspects or repair and inspection
3. Working with products right through to final shipment
4. Assisting the field engineers when required
5. Ensuring that all quality requirements are met
6. To assist the warehouse and workshop team where required.
7. To maintain own stock of cleaning products and utensils
8. To manage own time and report time in "SMS".
9. To provide cover in other areas of the company as appropriate to meet business needs.
10. Liaising with other colleagues and offering technical assistance when needed

Competency Requirements

- Plan & Agree Work
- Planning & Time Management
- Monitor and control achievement of agreed targets
- Develop Partnerships Productive Relationships
- Relationships with Colleagues
- Relationships with Manager
- Effective Communication
- Communication Style
- Sensitivity to others
- Continuous Improvement & Development
- Commitment to Achieving Results
- Identify areas for improvement within the company
- Recommend and implement changes
- Contribute to enhancing the working environment
- Personal Development
- Personal Behaviour
- Striving for Excellence
- Coping with pressure

- Customer Service
- Customer Focus

This document is not exhaustive and you are expected to undertake any other duties commensurate with the post, as necessary from time to time.