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Gauteng - Field Service Technician Position

Date: 27 July 2015

EXTERNAL ADVERT:

CareFusion Job Description

JOB TITLE: Field Service Technician
REPORTS TO: Lufuno Tshivhase
LOCATION: Gauteng, South Africa

Overall Purpose of the role

This is a customer facing role to represent CareFusion in the field and provides onsite technical assistance in the form of:

- Equipment repairs
- Scheduled routine maintenance and products upgrades
- Installation of new products
- Educating customers, both technically, on all CareFusion products
- Offering telephone technical assistance and support as and when required.

Responsibilities vary but may include:

- Complete all repairs according to CareFusion standards in a timely manner
- Complete all necessary documentation to effect repairs in compliance with the quality system
- Maintenance, calibration and safekeeping of tools and test equipment
- Maintenance of a car stock to operate efficiently to support the customer
- Responsible for the accuracy and quality of all working practices
- Develop and maintain a good working relationship with other departments and colleagues
- Assist the Sales team in the promotion of CareFusion products with technical support
- Conduct technical training as requested
- Provide on call emergency cover nationally as requested
- Perform any other duties, as necessary, to comply with business priorities
- Comply with all elements of the quality system
- Together with entire SA, responsible for compliance of the businesses with corporate regulations, internal controls and other internal audit requirements.
- Ad hoc projects as part of 'CareFusion', as required.
- Any other duties, as required from time to time.

Minimum requirements

- National Diploma in Clinical Engineering or Equivalent Qualification
- Computer literacy (Microsoft Office)
- Driver's License and own car with driving experience
- Previous customer inter-facing and field service experience
- Ability to prioritize own workload with minimal supervision
- Ability to work well under pressure and to meet tight deadlines with minimal supervision
- Excellent written and verbal communication skills with ability to communicate at all level
- Ability and willingness to work as part of a team and to support all functions where necessary and required.
- Attention to detail.
- Accuracy in delivery of objectives
- Good planning and organisational skills
- Good interpersonal skills with ability to influence others
- Conscientious approach to work
- Ability to multitask and handle multiple projects
- Good customer orientation and problem solving skills
- Flexible attitude and ability to handle changing priorities

Travel

- This is field position with up to 75% travel

The applicant can forward a CV to lufuno.tshivhase@carefusion.com by latest Wednesday 7 August 2015.