

# iCan Automation (PTY) Ltd

Unit 13 Roodebloem Office Park  
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Cape Town

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Email: [info@ican-automation.co.za](mailto:info@ican-automation.co.za)

## Gauteng based Position for Ican Automation:

19 Aug 2015

Field Service Technician and DOR/MMT Installer

## Overall Purpose of the Role:

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

- Scheduled routine maintenance
- Installation of new Digital Operating Systems – Wiring, soldering, termination of cables etc.
- Offering telephone technical assistance and support.

Responsibilities vary but may include:

- Minimizing down time and maximizing turnaround time
- Complete all necessary documentation
- Maintenance, calibration and safekeeping of tools and test equipment
- Develop and maintain a good working relationship with other departments and colleagues
- Conduct technical training as requested
- Provide on call emergency support nationally as requested
- Managing of stock levels
- Shipping of items national/international
- Establishing positive relations with customers
- Ensuring that agreed targets are achieved
- Ensuring sound administration of area of responsibility
- Always projecting a positive company image in interactions with customers
- Ensuring effective two way communication with management takes place
- Time management
- Any other duties, as required from time to time.

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## Minimum requirements

- English and Afrikaans
- National Diploma in Clinical Engineering or Equivalent Qualification
- Audio Visual installation Experience
- 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 levels
- 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 organizational skills
- Ability to multitask and handle multiple projects
- Good customer orientation and problem solving skills
- Flexible attitude and ability to handle changing priorities