

POSITION DESCRIPTION

Title

Senior Service Technician
(VIC)

Responsible To

Operations Manager – VIC

Reporting to This Position

Service Technicians
IT Service Technicians

Purpose of The Position:

The purpose of the Senior Service Technician position is to work closely with the Sales team in Victoria, Tasmania and South Australia to maintain HPA's strong presence and client base. This role will see you responsible for developing and maintaining relationships with our current customer base and new customers. Together with working closely with our BDM's, Product Specialists and Service Team, you will be HPA's front line support to our clients'. Duties will be primarily performed during normal business hours although ad-hoc after hours and weekend work may be required.

This role is also responsible for leading the service team in Victoria.

Key Responsibilities:

Key Responsibility Areas	Associated Tasks
General	<ul style="list-style-type: none"> ▪ Ability to undertake the duties of the role in accordance with Hospital Products Australia's Values and Code of Conduct ▪ Comply with all company policies and procedures ▪ Comply with the Work Health & Safety Act 2011 and its applicable Codes of Practice and Australian standards ▪ Ad hoc duties as required ▪ Live HPA values of Respect, Innovation and Collaboration
Service & Commissioning	<ul style="list-style-type: none"> ▪ Provide quality service to HPA's customers in all assigned tasks ▪ Support and manage all customer product training, knowledge and expertise. ▪ Provide solutions in a timely fashion for issues that may arise with all HPA products. ▪ Log and track support all calls in the designated HPA system(s), prioritise, delegate and escalate jobs as required to ensure customer satisfaction. ▪ Identify trends in the support calls and develop documentation to address these most-often reported problems and issues. Notify management of increasing trends, unusual activity or repeated activity. ▪ Brief customers as well as management on the status of current resolution efforts and attend daily/weekly/monthly meetings as requested or required. ▪ Access software updates, drivers, knowledge bases, and FAQ's resources on the Intranet to assist with end user's issues.

	<ul style="list-style-type: none"> ▪ Assist other teams to initiate, design and manage effective support solutions as directed by our business needs. ▪ Assist with the installation of HPA's products ▪ Assist Product Managers with commissioning of products when installation takes place ▪ Assist with the in-service training with clients
Product Management	<ul style="list-style-type: none"> ▪ You will oversee and manage the service and installation of Technology devices within the HPA portfolio with particular emphasis on the Mindray Operating Tables and Theatre Equipment, Wamee Medical Computers and accessories, DT Research, GCX and Humanscale, Zebra and Derungs ranges within the outlined territory.
Logistics and Warehouse	<ul style="list-style-type: none"> ▪ Working with the full Victorian/HPA team to manage the arrangements of devices being freighted to and from Victoria
Administration	<ul style="list-style-type: none"> ▪ Complete all administrative tasks as required under HPA's QMS ▪ Assist in the development of strategies that will allow the company to continue to be successful in the Healthcare and Aged Care market throughout Australia ▪ Develop and maintain accurate records ▪ Ensure team members motivation, performance, training and communication are managed effectively ▪ Conduct Performance reviews for team members as needed

Key Competencies:

- Experience as a Medical or Electrical Service Technician
- Electrical License is advantageous
- Experience in Healthcare facilities
- Advanced IT Knowledge and Skills
- Outstanding relationship building and communication skills
- High levels of motivation, energy and a drive to achieve results
- Productive in self-directed environment
- Strong work ethic and willingness to travel
- Ability to delegate and manage responsibilities and tasks within a small team

Additional Information and Requirements:

- This position is based primarily in Melbourne, Victoria. Some travel may be required to various locations throughout VIC and Australia
- Any offer of employment will be subject to a satisfactory National Police Records Check and (if required) Working with Children Check

Signed/Accepted: _____

Date: _____