

2 August 2022

Position: Service Technician

Departments: Service

Job

Description:

The Service Technician will be responsible for the repair, recalibration and administration of products returned to Michell Instruments. The position is internally based at our factory near Ely and is a front-line position within a small service team.

Key Objectives

- The repair, recalibration and administration of products returned to Michell Instruments.
- Post sales technical support on our range of products

Key Contacts

Internal

- Service Manager
- Service Supervisor
- Service Engineers
- Production Manager
- Calibration Lab Supervisor
- Customer Support Team
- Stores Team
- Product Managers
- Sales Department
- Development Engineers

External

- Customers
- Worldwide Michell Offices
- Distributors

Key Responsibilities

- Pre-test and repair of products returned to Michell Instruments
- Providing fault reports and cost estimates to customers
- Following up on quotes to customers in a timely manner

- Updating the service database with details of work carried out, parts used etc

Person Specification

Qualifications

- A good educational background, ideally with a minimum of an OND / ONC or equivalent electronic engineering

Work Experience

- Ideally 2 years post-qualification experience in a test or service environment or from a production environment assembling and testing products

Skills

- An understanding of the theory of electronics and electronic circuits – both digital and analogue
- Very good manual dexterity, ability to work with small components and hand tools
- Excellent soldering skills
- Experience of electro mechanical disassembly and reassembly
- Open communication style and good verbal reasoning ability
- Excellent interpersonal skills
- Problem solving skills
- Strong organisational & time management skills
- Computer literate and familiar with MS Office Suite

Personal Qualities

- High levels of commitment and focus
- Strong quality orientation
- Flexibility
- Comfortable to work both independently and within a team
- Enthusiastic

If you are interested in the above position, please send your CV in the 1st instance to judith.page@processsensing.com

