



JOB TITLE: National Technicians

Apply before: September 29, 2024

SANDVIK MINING & CONSTRUCTION TANZANIA LIMITED

SERVICE TECHNICIAN – BULYANHULU, NORTH MARA & / GEITA - TANZANIA

At Sandvik Mining & Construction Tanzania Limited (“SMCT”), we’re passionate about development and advanced technology, and we always aim to offer the best possible experience for our customers in a sustainable way. It’s a mission that takes commitment, but as an industry leader we aim for nothing but excellence in everything we do.

We’re looking for a dynamic person, passionate about customer engagement and providing a world class experience to join our growing team in Bulyanhulu, North Mara &/ or Geita, Tanzania as Service Technician. The person will be performing maintenance and repair duties for equipments, components and other parts at Sandvik and Customer site operations.

The role will report to the Site Project Manager and will be based in Bulyanhulu, North Mara & / or Geita, Tanzania.

Purpose of the role:

Responsible to perform maintenance and repair of equipments, components & parts of Sandvik specialized products while adhering to all Environmental, Health & Safety protocols.

The job responsibilities:

- To inspect, repair, install and assist to commission products and equipment of different kind at customer site or own premises.
- Assist to report and document results after above actions.
- Support the customer’s product/equipment/processes by suggesting possible improvements.
- Prepare, conduct and maintain tools and equipment for service work.

- Maintain customer relationships to ensure customers have a positive experience and remain loyal to the Sandvik brand.
- Assist to provide technical advice to the service network on proper operation, maintenance and troubleshooting practices.
- Provide technical support to end users, operators, and service personnel in cases of complex technical issues.
- Provide relevant feedback to Service Support Team on relevant Product Performance to enable proper utilization of the equipment or its operation.
- Provide assistance in compiling accurate data to provide warranty to clients and engineering machine improvements.
- Assist to review spare parts recommendations with Parts BLM organization
- Assist to provide information on accuracy of Machine Life Operating Costs (MLOC)
- Assist to investigate warranty claims proactively and reactively to enhance customer satisfaction and provide feedback to the Project Manager.
- Adhering to all Company policies and procedure, including those in relation to Safety, Health, Environment & Quality Managements.

Qualifications & Experience Requirements

- Trade qualified or have similar qualifications disciplined in mechanical, electrical and hydraulic systems.
- Minimum 2 Years experience in similar roles in the mining industry with a minimum of 1 years' experience maintaining Sandvik underground / crushing equipments, Importantly, you should have a strong understanding of the Sandvik Crusher, Loader, Haulage Truck, Drilling and machine operating principles and practices combined with working knowledge of the Sandvik product range.
- In addition to your technical knowledge, you should have good communication and customer service skills with ability to build long term relationships.

Other Requirements & Competencies

- Good command of the English Language.
- Good analytical skills.
- Attention to detail and conscientious.
- Must be flexible and self-reliant, self-starter.

What is in it for you?

We offer you an interesting role in an international business environment, extraordinary products, great colleagues and opportunities for your professional development. At Sandvik, we believe that diversity of experience, perspective and background will lead to a better environment for our employees, our business and, thereby, our customers. Visit our [stories hub](#), [LinkedIn](#) or [Facebook](#) to get to know us better.

Application

Send your application as soon as possible as we will be evaluating candidates continuously, and no later than 30th September 2024. Read more about Sandvik Group and apply at home.sandvik/career,

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