Position Description

Position: Field Service Technician

Department: OCS & Customer Service/Deployment – SICPA Tanzania

Reports to: Field Service Team Leader

Fundamental Purpose:

To provide first level technical support to ensure efficient and effective operation of the SICPATRACE solution. Perform daily operation, maintenance, and troubleshooting tasks according to established procedures. Work with specialist and other teams to troubleshoot issues.

Key Accountabilities:

- Provide first-level support for all technical issues related to SICPA equipment when on duty.
- Monitoring of SICPA equipment during operation to ensure no or minimal interruption to factory operation.
- Perform preventive and corrective maintenance tasks as assigned by Team Leader.
- Responsible for identifying improvements to improve or restore performance of SICPA equipment.
- Responsible for safekeeping of critical spares and other consumables like ink and solvent kept in factory.
- Troubleshooting and resolve problems caused by SICPA equipment.
- In the event of stoppage caused by SICPA equipment, analyze the failure to determine the root cause.
- Participate in installation and commissioning of the new SCL/or SAS or new solution/improvement.

- Must be capable of using computer to install and configure parameters during installation and during operation.

This also involves:
- Identifying situations requiring urgent attention and escalate as appropriate.
- Coordinate deployments with other Field Operations Technicians and other teams.
- Provide feedback and contribute to improvement initiatives.
- Working on 12 hours shift.

Knowledge and skills:

- Degree in Mechanical or Electrical Engineering or equivalent combination of training and experience
- Ability to diagnose and analyze mechanical, electrical and application issues.
- Experience with Microsoft office tools (Excel/ Word) and other computer applications
- Strong troubleshooting skills and demonstrated abilities to diagnose and analyze technical issues.
- Experience troubleshooting computer networks.
- Knowledge of basic IT support procedures and tools is a plus.
- Knowledge of basic PLC setup and programming
- Compliance with laws, regulations, Ethics & Integrity

Personal Qualities Required

- Excellent interpersonal skills, innovative and good influencing
- Team oriented.
- Ability to work under pressure.
- Demonstrated ownership of responsibilities
- Customer oriented attitude
- Focus on quality and results.
- Good written and verbal communication
- Self-motivation
- Punctuality and accountability are mandatory.

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