



# Position Description

## Service Technician – North America

### **Brief Position Description:**

The Service Technician – North America is responsible for the installation, and service and maintenance of the company's instruments in the United States of America. The Service Technician – North America must provide a high level of customer service to all customers, promoting the image of BSD as an efficient and effective provider of high quality goods and services.

### **Major Responsibilities:**

- Carry out installation and commissioning of the Company's instruments.
- Conduct training sessions to ensure that customers are well trained in the hardware and software operations, and user-maintenance of the Company's instruments.
- Carry out service and maintenance of the Company's instruments.
- Conduct repairs/modifications to the Company's instruments and instrument components.
- Provide and maintain a Technical Telephone Support Service for the Company's customers.
- Provide and maintain a Technical Email Support Service for the Company's customers.
- Develop strong relationships with Company's customers.
- Provide input to the Company's instrument Troubleshooting Guide.
- Generate and maintain an efficient preventative maintenance schedule.
- Maintain the North America Spare Parts Stock to ensure efficient ordering, storage, distribution and retrieval.
- Develop and maintain a strong working relationship with the Supply Chain Manager to promote efficient supply processes
- Receipt and dispatch of the Company's instruments and instrument components for storage, dispatch, repair, etc.
- Generate installation/service reports and ensure that all installation/service reports are completed correctly and submitted to the Company in a timely manner.
- Ensure that the Company's apartment and car are maintained and kept in good working condition.
- Support the Company's Sales & Marketing activities in North America.
- Update the Sales & Marketing Manager on a weekly basis on activities planned.
- Provide a brief written update to the General Manager and Deputy General Manager - Commercial on a weekly basis informing of performed activities, any issues arising and planned activities for following week.
- Carry out debriefing sessions for senior staff in Australia in relation to North American activities.
- Initiate the Issue Capture and Management procedure (ICaM) to alert the Quality Manager and broader management to any non-conformance of goods/services supplied.
- Ensure that the carrying out of duties and keeping of all records is conducted in a manner that is honest, timely, open and accountable.
- Provide a high level of customer service to internal and external parties.

- Any other tasks as directed by the Sales & Marketing Manager, General Manager, Deputy General Manager – Commercial, or other Manager acting on behalf of the General Manager.

**Relationship to Others:**

Reports to: Sales & Marketing Manager (direct)  
Deputy General Manager - Commercial  
Supervises: Nil

**Location:**

The position is primarily located in Baltimore, Maryland, USA. Each North American visit is between 10-12 weeks on average. A 2-week debriefing visit to Brisbane, in between each North American trip, is conducted in the Company's premises in Acacia Ridge, Queensland.

**Hours:**

The hours are based on a 38-hour week, generally worked Monday to Friday between 9:00 am and 5:00 pm. Due to the nature of the work, variations to the hours will be required from time to time.

**Travel Requirements:**

This position requires extensive travel throughout North America, and as required by management, to other parts of the world.

**Additional Requirements:**

- A valid Class 'C' drivers license (standard license) is required.