

## Position Description

**Position:** Technician  
**Department:** Manufacturing  
**Reports to:** Production Team Leader  
**Direct Reports:** None

### Position purpose:

The role of a Production Technician is to test, and if production faults are identified, to diagnose and repair the same on all manufactured products and systems.

### Key responsibilities:

- Competently testing all Enatel products and systems.
- Ensuring products are built safely and to agreed customer specifications.
- Acting as a technical leader in the Production Department and providing training and support for other technical and assembly staff.
- Diagnosing faults in conjunction with other Technicians.
- Identification of fault trends and reporting changes to management.
- Repairing products and systems as required.
- Reporting on quality data, highlighting areas of concern using pareto analysis.
- Assisting with the production engineering approval process.
- Working with Production Management to ensure technical training programmes are appropriate and incorporate all electrical test and safety elements.
- Working with Production Management to improve training competency processes and training matrices.

### Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

### Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

### Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

### Key Relationships:

Internal	External
• Manufacturing	• Customers
• Engineering	
• Sales	

## Person Specification:

	Essential	Desirable
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Functional/Technical Skills</b> - has the functional and technical knowledge and skills to do the job at a high level of accomplishment.</li> <li>• <b>Drive for Results</b> – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results.</li> <li>• <b>Action orientated</b> - enjoys working hard and is full of energy for the things he/she sees as challenging.</li> <li>• <b>Customer Focus</b> – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect.</li> <li>• <b>Integrity and Trust</b> – is seen as a direct, truthful individual; is widely trusted.</li> <li>• <b>Process Management</b> – good at figuring out the processes necessary to get things done. Can simplify complex processes.</li> <li>• <b>Learning on the Fly</b> - the ability to learn quickly in a new environment.</li> <li>• <b>Priority Setting</b> – Spends his/her time and the time of others on what’s important. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks and creates focus.</li> <li>• <b>Problem Solving</b> – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems.</li> </ul>	
<b>Skills, Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Safety-First approach.</li> <li>• Technical knowledge of power conversion products AC and DC competent.</li> <li>• Previous experience in testing or servicing telecommunication systems (required)</li> <li>• Ability to de-solder &amp; solder through hole and SMT components.</li> <li>• Experience in reading and understanding schematic diagrams and overlays.</li> <li>• Sound knowledge of electrical theory and anti-static precautions.</li> <li>• Excellent communications skills – written, verbal and listening.</li> <li>• Intermediate computer skills including MS Excel.</li> <li>• Excellent numeracy skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Work history/experience as an electrical technician, wiring and testing AC and DC current</li> <li>• Previous experience in testing or servicing electronic devices and advantage.</li> <li>• Train the Trainer skills and experience.</li> </ul> <p><b>Necessary training in the above will be provided if needed.</b></p> <ul style="list-style-type: none"> <li>• Lean skills, six sigma green or black belt</li> </ul>
<b>Qualification / Licenses</b>	<ul style="list-style-type: none"> <li>• Appropriate electrical certification</li> <li>• EST Training or similar Electronics qualification</li> </ul>	