



## Technical Service Specialist, Core Diagnostics

### Job Description – Edition 02

1. **Primary Objective of Position**

- The Technical Service Specialist is responsible for performing planned maintenance activities, hardware and software upgrades (TSBs) and for back up first line level one service and assisting with installations and deinstallations

2. **Major Accountabilities**

- Provide first line service to customers (service interventions which may require less than 4 hours labor time)
- Schedule and perform planned/predictive maintenance (PM/PdM) activities
- Schedule, perform and document hardware and software updates (TSBs)
- Assist with instrument installations and deinstallations
- Success in this role is measured by customer satisfaction score (NPS), service key performance indicators achievement and economic growth and profitability per district
- Travel within the service area

3. **Education**

- Bachelor's degree or equivalent experience required. Bachelors / Engineering degree in medical / electrical / mechanical or biology / biomedical technology is preferred

4. **Background**

- Proven track record in a similar position supported by management and customer references
- Successful engagement with customers, specifically lab staff
- Technical expert for product line responsibility
- Strong communication skills
- Ability to identify and drive resolution of issues
- Strong experience in use of analytical tools and software
- Good computer skills
- Good English skills in speech and writing

5. **Impact of position**

- Perform planned maintenance activities, hardware and software upgrades (TSBs) and for back up first line level one service and assisting with installations and deinstallations