

Title: Repair Technician

Purpose

To carry out technical repairs to Professional and Semi-Professional SLR cameras, lenses, and accessories, and perform associated workshop administration in accordance with standards set by workshop manager.

Primary Objectives

- To carry out technical repairs to Photographic equipment
- To complete workshop administration including re-order stock requests

Key Accountabilities

- To repair Professional, semi-Professional and enthusiast SLR Camera, lenses, and associated accessories
- To keep technical and photographic knowledge up-to-date to reflect market and technological developments
- To ensure all repairs of the trained model range are attended to within the target time-scale, and that all repair estimates are complete within 48 hours of arrival on the premises.
- To accurately judge and establish claim status of repairs submitted under warranty
- To complete manual job sheets neatly, accurately and promptly.
- To update Fixation Service system accurately and promptly.
- To price jobs accurately according to standard labour charges and parts pricing set strategies.
- To advise and assist customers with technical information about their repairs and equipment support issues.
- To review spare parts stocks for those models repaired, and pass re-order stock requirements to the workshop manager for a reasonable level suitable for the likely frequency of usage.
- To keep spare parts, manuals and software in an orderly manner, properly stored and labelled for accessibility by other team members.
- To liaise and communicate with workshop manager and administration team to ensure consistency and efficiency on repairs.
- To follow and implement all company policies including Health & Safety, Equal Opportunities, Customer Service, Environmental Responsibility, Data Protection, mobile phone use, and internet access.
- To assist with training and familiarisation of new staff members.
- To obtain training or supervision for repairs to new equipment models
- To obtain authorisation for updates to installed software
- To obtain authorisation from the Workshop manager for any waiver of repair charges

Organisational Chart

The role has no direct reports.

Scope of the Role

There are 16 Repair Technician roles in the company.

Key Relationships

- Reporting to the Workshop Manager
- Liaising with Administration Team and Workshop Manager to ensure consistency and efficiency of repairs
- Advising and assisting customers with technical information

Experience and Qualifications

- Experienced Photographic Technician
- Skilled in Electrical and Electronic repairs and fault analysis.
- Completely familiar with PC computer technologies, Word, Excel, database usage
- Good written and spoken English, neat handwriting.
- Good interpersonal skills and communication, especially ability to communicate technical information to non-technical audiences.
- Good organisational skills and self-motivation, ability to prioritise work, and work to tight deadlines and under pressure.
- Strong sense of customer service.
- Be technically competent in fault-finding, use of technical diagrams and parts lists, AF set-up, use of diagnostics software, sensor cleaning and final image testing.
- Familiarity with use of precision test equipment such as oscilloscopes, collimators, light intensity meters, spectrum analysers and shutter testers.
- A personal interest in Photography is also desirable.