



Sandvik Mining and Rock Technology
Sales Area West Africa

Internal /External Vacancy

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Sandvik is committed to representivity in the composition of its employees and the creation of job opportunities across all sectors of the population.



Position: SERVICE TECHNICIAN U/G X10

DESCRIPTION:. The Service technician is responsible for the aftermarket field service support delivery to underground customers. This role is focused and concentrates on providing aftermarket support, technical expertise and engineering service support to internal and external customers.

KEY PERFORMANCE AREAS

- Responsible for the safe work environment by contributing to job safety analysis, engineering technical standards, facility standards and work practices
- Customer training and efficient technical services support pertaining to all SMC drilling products supplied to customer base within West Africa.
- Guide and assist the various teams with fault diagnosis work on Sandvik Mining and Rock Technology equipment
- Perform repair and fault finding using hydraulic and electric schematics
- Cooperate closely with the Sales team to promote Aftermarket parts sale
- Provide relevant feedback to enable maintenance planning improvements in terms of efficiency and equipment integrity.
- The technical support service scope of work will include equipment start-up commissioning, initial and ongoing customer maintenance planning and technical support as well as troubleshooting.
- Although your work is highly independent, you will be expected to co-operate closely with the customers' maintenance leadership at all levels as well as internal parts and services with specific reference to quality technical service support. Your input and contribution is vital for product and aftermarket service functions within SMC.

YOUR PROFILE

- You are a skilled technician/ engineer with deep technical understanding of hydraulics, electrics and mechanics.
- Knowledge of Sandvik U/G drill rigs, loaders and trucks especially the new generation family is essential.
- To succeed in this position, strong analytical problem-solving abilities are needed together with a customer oriented approach and a drive to promote Sandvik's presence. English Language skills is a prerequisite.
- Other language skills are an advantage and finding satisfaction when working in different cultures will help you in this role.

MINIMUM REQUIREMENT

- First Degree in Mechanical / Electrical Engineering with 3 years' experience or equivalent trade certificate
- Strong Business Sense
- Good written and oral communication skills
- Proficiency in the use of Spreadsheets and Report writing + other MS Office Applications.
- Possession of valid drivers license "E" and familiar with underground driving.
- Possession of valid passport

SPECIAL REQUIREMENTS

Successful applicants would be required to work at Syama site and other West African Countries.

Closing Date: **JANUARY 15TH,2021**

Suitable internal applicants can send their CV's and internal application form marked "Service Technician - UG" by email to: info.smcm@sandvik.com

	Originator	Reviewed by	Approved by	Implementation date	Next review date
Name	Jennifer Addo	Samuel Brewu	Samuel Brewu	15/05/2020	14/05/2021
Signature	Original Signed	Original Signed	Original Signed		