

HHP Technical Support

Co-ordinate, plan and facilitate training programs on new and existing products, both onsite as well as online, performed within HQ timelines requirements including Technical support related to HHP. KPA

- Compile and present Training Courses on products to ASCs who carry out repairs on behalf of client both within the Republic of South Africa and Southern African Neighboring Countries
- Carry out and report on technical evaluations of new products
- Carry out technical investigations and report to the Head of SC Operations and where applicable to Head Quarters, any abnormal failures on or products
- Monitor quality issues and spare part availability on an ongoing basis
- Assist with the formal process of certifying ASC technicians who will carry out repairs on faulty products returned by customers
- Plan, formulate and provide technical training to ASC's, including but not limited to:
 - Technical evaluation of ASCs;
 - Technical audits and ASC certification for the carrying out of repairs;
 - Registration, where applicable of ASC technical trainers.
- Analyze fault trends and general administrative duties relating to fault finding reporting and analysis.

Main Purpose of The Job: -

- Proactively up skill ASC technician/CC agents in the effective – efficient – expedient repair of faulty Products returned by Customers;
- Ensure that the appointed ASCs are accredited and have the skills set, in eternal IT systems capability and equipment necessary to provide a repair service level in line with the Brand Image.

Qualifications: -

T3/S4/N6/N5/N4 Electronics/Electronic Engineering Light Current or similar qualification;
A training qualification will be an added advantage

EXPERIENCE: -

- 5 years as HHP Technician Level3 component Level and IT knowledge
- 2 years Train the Trainer experience
- 2 years' experience in conducting Technical Audits

Major Tasks: -

1. Repeat Repair Ratio(C-RRR), Repair quality 3%↓
2. HHP PBA /LCD usage ration 20%↓
3. CMI 95%↑
4. DIS ratio 8%↓
5. FTC:97%↑