

## Job Description

<b>Job title</b>	<b>Service Technician</b>
<b>Job level</b>	Non-Executive
<b>Department</b>	Operations
<b>Location</b>	Woodlands
<b>Reporting to</b>	General Manager
<b>Overall Job Objectives</b>	To provide technical support for vending machines operations and ensuring minimal machine downtime.
<b>Core Responsibilities</b>	<ul style="list-style-type: none"><li>• To install and set-up new vending machines.</li><li>• To diagnose problems with the vending machines, conduct troubleshooting and repair of vending machines to achieve zero downtime.</li><li>• To perform routine service and maintenance of vending machines on a regular service cycle at all locations, so as to ensure that the vending machines function optimally.</li><li>• To maintain vending inventories, order repair parts and keep service records.</li><li>• To automate the capturing of key data from the vending machines in order to maximize returns.</li><li>• Respond to service calls and handle any queries from customers.</li><li>• Assist in administrative duties and ad-hoc projects as and when assigned.</li><li>• Any other appropriate duties and responsibilities as assigned.</li></ul>
<b>Job Specifications</b>	<ul style="list-style-type: none"><li>• At least NITEC in Electronics / Mechanical or related field required.</li><li>• Previous experience in repair service environment, vending machines would be an advantage.</li><li>• Ability to read, analyze and interpret reports and circuit</li></ul>

diagrams.

- Knowledge in enterprise network deployment will be an advantage.
- To achieve zero machine downtime.
- To respond to service calls and/or machine breakdown within the stipulated timeframe.

**General Performance  
Expectations**