JOB DESCRIPTION

Job Title: Customer Support Technician / Junior Customer Support Technician

Division: ADD

Reports to: Refer to Organisation Chart

Job Purpose and Scope:
Embrace the vision of becoming the leading diagnostic service provider by achieving customer loyalty and economic profitability through passion, partnership and performance. Efficiently provide technical support solutions including installation, corrective, pre-emptive and proactive maintenance. Go above and beyond to respond to customer needs by partnering with sales, marketing and other functional areas while adhering to current compliance guidelines.

Accountability and Scope:
Scope of responsibility includes representing Abbott Diagnostics to assigned customers in a professional, forthright and ethical manner. The position reports to a Service Manager and is accountable for achieving individual and supporting team goals.

Supervisory/Management Responsibilities
Direct Reports NO
Indirect Reports NO
Comments: Must be able to influence other areas to achieve business goals

Core Job Responsibilities:
List the primary tasks or activities this job performs

- Provide superior customer service, through applying effective communication skills in order to build loyalty while proactively managing and resolving high-stress situations.
- Delight our customers by providing support including installation, Preventive Maintenance, Technical Service Bulletins and “Break Fix Repair” by documenting, following-up, and closing calls as per Abbott Diagnostics quality system.
- Partner cross-functionally and internally while maintaining positive relationships and ensure issues are resolved efficiently and satisfactorily while exceeding customer needs.
- Successfully achieve the established business metrics including service sales, cost of service and key performance indicators for assigned customers/accounts.
- Champion utilization of remote support tools to proactively improve instrument up time.
- Proactively improve expertise through continuous learning and certifications.
**Minimum Skills Required:**
Identify the specific skills needed to perform this job effectively (leadership skills, selling skills, computer literacy)

Trouble shooting/problem solving, ability to succeed in team situations and excel independently, computer skills (Word, Excel, Power Point, Internet, Remote Computing i.e VPN, remote troubleshooting etc.), effective communication skills and strongly demonstrated interpersonal skills.

Language: Basic English skills are essential (written and oral).

**Knowledge / Education Required:**
Identify the knowledge, expertise, educational level required to perform this job successfully (product/industry knowledge, technical/business acumen, degree, professional certification etc)

Bachelor’s degree or equivalent relevant experience required. Bachelors/Engineering Degree in Bio Medical/Electrical/Mechanical or Medical Technology is preferred.

No prior work experience required.
Experience to be gained on the job through hands on approach. (For both Preventative Maintenance and Break fix tasks)
This approach will involve working under supervision; with guidance coaching.
After initial probation period CST can further expand knowledge under the “Break Fix” training program.
CST will be expected to work on his own once he has been evaluated to being able to perform above set tasks.

**Experience Required:**
Describe the on the job experience level required to perform this job (management experience)

No prior technical experience required.
Experience to be gained by following Job Specific Scope assignment and guidance (example: Preventative Maintenance function for assigned laboratory group), and Ambassador “Break Fix training” program.
To work hand in hand of account assigned CRL/Primary CSS (Customer relationship Listing).
Demands from the scope of works can be provided by other CSS (Customer Support Specialists) and CSCS (Customer Support Centre Specialist)

**Quality, Safety & Environmental Responsibilities:**

- Attend regular departmental meetings with manager/supervisor to build in continuous feedback mechanisms.
- Meet the requirements of ISO and Class A by complying with all relevant Quality policies and procedures to ensure the Quality objectives of the business are met.
- Comply with all relevant company Occupational Health, Safety and Environmental policies, procedures and work practices with the intent of preventing or minimising accidental exposures to self, colleagues and/or the environment.
**Required Competencies for this role:**
(These are the knowledge, skills or capabilities required to successfully perform this job). For a full list of behaviours relating to competencies please refer to MYHR.

<table>
<thead>
<tr>
<th>Core</th>
<th>Functional</th>
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<tbody>
<tr>
<td>Set Vision &amp; Strategy</td>
<td>Customer Knowledge</td>
</tr>
<tr>
<td>Anticipate</td>
<td>Customer Care</td>
</tr>
<tr>
<td>Innovate</td>
<td>ADD Product Knowledge</td>
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<tr>
<td>Build</td>
<td>Market Knowledge</td>
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<td>Deliver Results</td>
<td>Knowledge of Accounting and Finance</td>
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<td></td>
<td>Knowledge of ADD’s Quality System</td>
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<td>Communication Skills</td>
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<td>Time Management</td>
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<td>Knowledge of English</td>
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<td>Diversity</td>
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**Note:** This job description describes the principal and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist, but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.