

Job Title: Maintenance Executive-RO			
Business Unit:	Sarvajal	Domain:	Operations
Location:	Ahmedabad	Band/Grade:	1B
Department:	Maintenance	Last updated on:	20.06.2018
		Degree of Travel required to:	High
Purpose of Job	1. Can provide maintenance service support on call and scheduled maintenance visit. 2. Oversee the maintenance and during and post installation of RO Machines. Also personally responsible for installation during crisis/ emergency situations.		
Key stakeholders	External		Internal
	<ul style="list-style-type: none"> • Consumers • Local vendors • Clients 		<ul style="list-style-type: none"> • Admin • Operation • FRM • Inventory • Accounts • IT • R&D
Reporting structure	Role directly reports to		Positions that report into this role
	Maintenance Manager		Field Engineer
Essential Qualifications	ITI/Diploma in electrical or mechanical.		
Essential Experience	3 + year experience with ITI, 1+ year experience with Diploma.		
Languages	English, Hindi		
Competencies	<ul style="list-style-type: none"> • Problem solving • Good communication skills 		
Decision Making Control	<ul style="list-style-type: none"> • Troubleshooting of Purification unit issues on call. • Scheduled visit plan base on commitment 		
Values			
Knowledge	<ul style="list-style-type: none"> • Expertise – To understand water purification technology and controlling unit. Basic of Electrical and electronic fundamental • Innovation – Can find effective solution of troubleshooting. 		
Action	<ul style="list-style-type: none"> • Entrepreneurship –Empower to Field team member and build technical knowledge. • Integrity – Consistent in our thoughts, speech and action 		
Care	<ul style="list-style-type: none"> • Trusteeship – protects the interests of our customers, community, employees, partners and shareholders • Humility – Aspires to be the best, yet strive to be humble 		

Key Roles/Responsibilities:

1. Oversee the maintenance and during and post installation of RO Machines. Also personally responsible for installation during crisis/ emergency situations. Helps design the field test for piloting the above.
2. Transfer/ delegate the issue to the respective Territory Manager and get the problem fixed. Follow up with the franchise about the services rendered and enquire about any other issues
3. Responsible for assembling at machine testing at the warehouse during crisis.
4. Coordinate with the Procurement Dept. for the need of material, if any, during the assembling process
5. Personal training for new hires. Offer training to the Junior Field Engineers on product modification
6. Basic knowledge of computer and electrical side.
7. Able to troubleshoot issue on call.
8. Respectively handle phone call of internal as well as external customer.
9. Always ready for field visit during crisis.

Date: _____ **Prepared By:** _____

Approved By: _____ **Reviewed By:** _____