

**JOB DESCRIPTION
 (Mobile Technician)**

Title: Mobile Technician

Dept.: Service

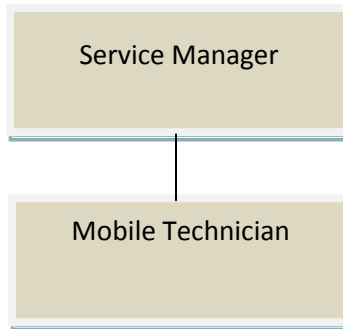
Company: C1 Holding

Reports To: Service Manager

PURPOSE:

Helps out with refurbishing mobile phones in our CSP and enjoys troubleshooting circuit boards, making repairs and performing rework for design changes.

ORGANIZATIONAL HIERARCHY:



Peers:	Direct Reports:
Technician	

KEY ACCOUNTABILITIES:

1. Achieves personal production targets while maintaining the required repair quality standards
2. Performs all repairs, rework, test and documentation steps necessary to proceed
3. Troubleshoots down to the component level, repairs and documents all failures
4. Responsible for fault finding, repair, service and installation of mechanical equipment.

5. Refurbishes mobile phones, wireless devices and other related models/equipment Samsung Manufacturers.
6. Repair to include: Hardware level 1, 2, & 3 including Software Applications.
7. Implements locking/unlocking, language change and profiling of mobiles.
8. Disassemble/reassemble down to board and component levels.
9. Repairs accurately
10. Handles customer requests for technical assistance
11. Operates to required Company standard
12. Completes repairs to the required standard and returns them within the designated period
13. Assists in workshop maintenance to ensure a clean and healthy CSP environment.
14. Other duties as assigned.

EDUCATION & EXPERIENCE:

1. Degree in Electronics Technology or equivalent.
2. Two to three years' experience within the repair environment
3. Proficient in E-mails, MS Office.
4. English is preferable

KNOWLEDGE & SKILLS REQUIREMENTS:

1. Communication skills (verbal and written)
2. Soldering skills
3. Product Knowledge/Modern Technology
4. Time management skills
5. Analytical skills
6. Problem solving skills
7. Integrity/Ethics
8. Teamwork
9. Ability to handle pressure/Work under fast moving environment