

| COMPETENCY BASED JOB DESCRIPTION | | | |
|--|--|---------------------|--|
| Position Title | Field Service Technician | Employee Name | |
| Reports to | Area Service Incharge | | |
| Created on | | Current Designation | |
| Department | Service | | |
| Minimum Qualification | ITI/ Diploma / B -Tech in Electronics | Revised on | |
| Minimun Work Experience | 0 - 2 Years | | |
| Functions/ Tasks: | Responsible for installing, maintaining, and repairing various types of equipment and machinery. Their work often involves traveling to customer locations to provide on-site service. | | |
| Primary | | | |
| Perform routine maintenance, inspections,and repairs on company products or equipment to ensure optimal performance and minimize downtime. | | | |
| Diagnose and identify technical issues or malfunctions in equipment through analysis, testing, and observation. | | | |
| Repair or replace faulty components, parts, or systems to restore equipment functionality and ensure customer satisfaction. | | | |
| Provide technical assistance and guidance customers or end-users through phone, email, or on-site visits to resolve issues and answer inquiries. | | | |
| Maintain accurate records of service activities, including service reports, work orders, and equipment maintenance history. | | | |
| Interact with customers professionally and courteously, addressing their concerns, and ensuring their satisfaction with the service provided. | | | |
| Conduct scheduled preventive maintenance tasks to proactively identify and address potential issues before they escalate. | | | |
| Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise. | | | |
| Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others. | | | |
| Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers. | | | |
| Secondary | | | |
| Stay updated on product knowledge, technical advancements, and industry trends through training programs and self-study to enhance technical expertise. | | | |
| Adhere to safety protocols and guidelines while performing service activities to ensure a safe working environment for oneself and others. | | | |
| Collaborate with cross-functional teams, including sales, engineering, and customer support, to provide comprehensive and integrated solutions to customers. | | | |
| Assist in ordering and stocking materials as needed. | | | |

Hykon India Limited

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CIN : U52599KL1998PLC012330

UPS | Servo Stabilizer | Solar Inverter | Solar Water Heater | Solar Street Light | Tubular Battery | Lithium Ion Battery | Stainless Steel Water Tank | E-Auto
Br-Trivandrum | Kottayam | Ernakulam | Thrissur | Calicut | Kannur | Coimbatore | Chennai | Mysore | Mangalore | Bangalore | Hyderabad | Pune | Mumbai

| Skills Required | Proficiency Level Required | Evaluation Method |
|------------------------------|--|--|
| Communication | Advanced | Observation&feedback |
| Organisational | Advanced | Observation&feedback |
| Problem-solving | Expert | Observation&feedback |
| Customer Relationship | Expert | Observation&feedback |
| Interpersonal skills | Advanced | Observation&feedback |
| Negotiation Skills | Advanced | Observation&feedback |
| Analytical Skills | Advanced | Observation&feedback |
| Time management | Advanced | Observation&feedback |
| Adaptability | Advanced | Observation&feedback |
| Driving Skills | Advanced | Observation&feedback |
| Knowledge Required | Proficiency Level Required | Evaluation Method |
| Product Knowledge | Advanced | Observation&feedback |
| Industry Knowledge | Advanced | Observation&feedback |
| Company Policies | Advanced | Observation&feedback |
| Safety Knowledge | Advanced | Observation&feedback |
| Technical Knowledge | Advanced | Observation&feedback |
| Personal Attributes Required | Definition | |
| Results-Oriented | Driven to achieve targets and exceed expectations | |
| Problem-Solving | Ability to identify and resolve sales-related issues | |
| Time Management | Effective organization and prioritization skills | |
| Adaptability | Flexibility to adjust to changing market conditions | |
| Resilience | Ability to handle pressure and setbacks | |
| Continuous Learning | Staying updated on industry trends,techniques, and leadership skills | |
| Manual Dexterity | Good hand-eye coordination and the ability to use tools and equipment precisely. | |
| Proficiency Scale: 1 to 8 | | |
| Proficiency | Level | Description |
| 1 | Very Limited | Has only theoretical understanding |
| 2 | Limited | Can perform under full guidance |
| 3 | Elementary | Can perform under some guidance |
| 4 | Average | Can perform independently |
| 5 | Intermediate | Can perform independently & Troubleshoot |
| 6 | Advanced | Can perform independently, trouble shoot & train |
| 7 | Expert | Can perform independently, trouble shoot, train and lead |
| 8 | Legend | Can be an subject level expert, and influence procedures/norms |
| Additional Skills/Talent: | | |
| Signature of the Employee: | | Signature of HOD: |

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