



Example of Operation Technician Job Description

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Our growing company is hiring for an operation technician. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for operation technician

- Coordinate activities with subcontracted maintenance staff to ensure preventive and corrective maintenance of plant equipment is performed in a timely manner
 - Perform functions related to the general upkeep, cleaning, maintenance and repair of pilot units and grounds to assure a safe, clean, and aesthetically pleasing environment
 - Provide superior customer service via phone and email for customer inquiries and complaints of communications or equipment difficulties
 - Follow published standard operating procedures for opening, escalating and closing trouble calls using management information databases and logical troubleshooting techniques
 - Provide 1st and 2nd level support on products and services
 - Document all network outages and solutions, in accordance to the established SOP
 - Maintain the configurations of all hub and customer host equipment
 - Coordinate satellite channel assignment cutovers between earth stations, service technicians and the customer
 - Test, locate and coordinate the repair of basic communications problems by interpreting trouble calls and analyzing circuit and/or network diagrams using published troubleshooting procedures
 - Reconfigure electronic equipment, software, hardware and wiring of individual circuits
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- Know and apply safe electrical practice according to guidelines set by relevant electrical safety supervisory bodies
- MBO or equivalent by experience
- Several years of experience in managing a warehouse
- Autonomy, customer friendliness, curiosity, teamwork and initiative are essential assets
- Fluent French and Dutch, knowledge of English and German is a plus
- Forklift licence is a plus