TASKA by eqwal

Redefining Prosthetics
Transforming Lives

POSITION DESCRIPTION: SERVICE REPAIR TECHNICIAN

POSITION DETAILS			
Position Title	Service Repair Technician	**Location**	Salt Lake City, Utah
Reports To	Head of Operations	**Major Relationships**	Operations team, Support team, distributors, wider TASKA team
Direct Reports	NIL	**Date**	July 2026

COMPANY MISSION	
Mission	To instil confidence through innovation, enabling others to unlock life's full potential.

COMPANY VALUES	
Excellence	We have passion for our progress
Courage	Owning our beliefs and actions takes courage
Collaboration	Our success comes from team effort
Care	We foster a culture of kindness and responsibility

POSITION PURPOSE

The purpose of the Service Repair technician is to deliver exceptional technical service and repair support across the United States by ensuring TASKA products returned for repair or service are diligently and thoroughly inspected for faults and returned to an operational condition, prior to being received by the user.

MAIN ACCOUNTABILITIES

Quality	**Ensures repairs and technical services are conducted to the highest standards**	• Perform repairs and services on TASKA Prosthetics products in a timely manner and following prescribed methods, while maintaining an excellent quality standard. • Keeping accurate records of the repair or service, including steps taken to identify issues, repair or service actions performed, testing and parts consumed during the process. • Quickly and accurately identifying faults and issues and categorising these accordingly. • Be involved in team meetings with Quality, Repair, Production and Customer Support teams when required, providing insightful inputs and knowledge to help continually improve the product portfolio. • Actively reports any issues in process, quality, behaviour or otherwise, that could affect the product quality to the appropriate manager. • Uses extensive product knowledge to assist colleagues in troubleshooting and diagnostics of returned repair components to ensure the root cause is correctly identified. • Ensuring a clean and tidy working environment, keeping tools and equipment in a suitable working condition and assist with maintaining any calibration requirements.
People	**Is open and willing to act as a key team member**	• Attends regular team meetings and one on ones as required by the Manager. • Communicates with and educates company team members to ensure key tasks and actions are completed. • Is always a role model for safe work practices and ensures the company complies with the Occupational Safety and Health Act in its overall practices.
Customer	**Delivers an exceptional service experience that reinforces**	• Understands the impact that product downtime has on users and prioritises repair activities accordingly. • Ensures customer repairs and service requests are completed within agreed turnaround times wherever reasonably possible.

	confidence in TASKA products	• Produces clear, accurate and professional repair reports that provide customers with confidence in the quality and safety of the repair performed. • Identifies issues that may require proactive communication to customers, distributors or support teams. • Assists in resolving technical customer queries by providing accurate product and repair information. • Supports the investigation of customer complaints and field issues through thorough documentation and technical analysis. • Ensures all customer interactions reflect TASKA's values. • Actively identifies recurring customer issues and provides feedback to support product improvement.
Finance	**Provides regular detailed reporting to Manager**	• Provides accurate and reliable data to Repair databases to track performance. • Takes all reasonable steps to ensure products are repaired to the highest quality while minimising. • Provides accurate reporting to manager when required.

CORE BEHAVIOURS	
Communication	• Open and direct – communicates in a clear, courteous manner. • Actively listens – can accurately summarise what others have said about their points of view, feelings and needs. • Reads and accurately interprets written policies, procedures and instructions. • Proactively identifies and raises actual or perceived quality issues, near misses, and improvement opportunities. • Willingly answers questions and concerns raised by others.
Teamwork	• Participates in team activities and actively contributes. • Shares information willingly and helps others when required. • Supports team decisions and acknowledges the contribution of others. • Feels accountable for the performance of the team. • Explores differences of opinion in a constructive manner and is willing to be flexible in approach.
Energy/Enthusiasm	• Brings a positive outlook and enthusiastic countenance to the working environment. • Remains enthusiastic despite setbacks and has a can-do attitude. • Is driven to achieve goals. • Does not run out of steam – bringing new ideas and motivation to the task or team.
Attention to Detail	• Is extremely thorough in all aspects of work. • Ensures correctness in all detail of work. • Has ability to focus on detailed work for sustained periods. • Picks up on errors that others may have missed. • Plans work thoroughly and accurately.
Initiative	• Takes responsibility for their duties with little or no oversight. • Recognises and takes process improvement actions without being requested to do so. • Is able to make autonomous decisions relating to their area of responsibility. • Has the ability to refer to others when assistance is necessary. • Does not rely on others to get the job done.

SKILLS, QUALIFICATIONS AND EXPERIENCE	
Qualifications	Qualification in engineering, electronics, mechatronics, biomedical engineering or a related technical discipline.

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Experience	Experience in a technical assembly role. Experience diagnosing and repairing electromechanical products. Strong technical troubleshooting and root-cause analysis skills. Experience using technical documentation, test equipment and quality systems.
Skills	High emotional intelligence. Good understanding of Health and Safety best practices. Good understanding of patterns and trends. Data analysis. Root cause analysis. Technical problem solving.

FINAL