

***Tech Job Definition Checklist***

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|  | Understand compensation:   1. How much you will be paid 2. When you will be paid 3. No trackable airbill – no pay 4. No Unisys CSO – no pay 5. Signed service work order is the verification document |
|  | Email notification of service call will be sent to technician |
|  | Acknowledge work order via web by updating call in Alert |
|  | Meet SLA expectations by calling customer ASAP |
|  | Document call to customer on web interface |
|  | Parts Pickup – end user or depot (address found in Unisys System) |
|  | Update calls daily and close calls via web interface |
|  | Contact Unisys to “Take and Close” each call |
|  | Grooming and dress code |
|  | Reliable transportation is necessary |
|  | Do only what is on the work order |
|  | Keep signed work orders as your receipt of work performed; W*ork orders must be attached to the call in the Alert System, no WO / no pay!* |
|  | Return old parts; *understand, when there is no return airbill tracking, there is no pay for that call* |

I explained the above job definition with the technician and offered opportunity to ask and receive answers to questions.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The above items were explained to me and I understand the job definition of a SMARTECH technician.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_