

***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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_