

## Senior Reverse Osmosis Water Technician

### About the Job

AquaVita is seeking an Installation and Service Technician in Nairobi, Kenya

#### COMPANY OVERVIEW:

Aqua Vita is a pioneer supplier of Point of Use water services for businesses in East Africa. As a Pioneer, in the Point of Use water services Aqua Vita has led the B2B water evolution – developing state-of-the-art bottle-free water coolers, a national network for unparalleled equipment service. Aqua Vita products refresh and re-energize employees within start-ups and Fortune 100 companies around the world.

Our mission is to provide customers with the highest level of service, integrity, and professionalism. We always strive to exceed our customer expectations rather than simply meet them.

#### BASIC FUNCTION:

The Service Technician installs, troubleshoots, services, and repairs bottleless water coolers in business environments, following company standards and procedures.

#### PRINCIPAL RESPONSIBILITIES:

- Professionally greet and interact with customers, explain what you are doing, explain the functionality of the coolers, and answer any customer questions
- Complete assigned installation and service routes in an efficient manner
- Communicate with your supervisor, customer service, dispatch, and other team members
- Follow company inventory and tracking procedures
- Complete necessary paperless and paper based procedures
- Promote and practice proper safety procedures and correct use of company tools
- And other duties as assigned

#### ESSENTIAL REQUIREMENTS:

- Business or trade school,
- Knowledge of Reverse Osmosis water Purification systems
- Experience working with international organization is a plus
- Must possess a valid driver's license and with acceptable driving record
- Excellent diagnostic skills
- Basic computer skills
- Must be self-directed and have excellent organization, communication, and problem-solving skills

#### PHYSICAL REQUIREMENTS:

- Ability to maintain proper attendance and punctuality standards
- Lifting, pushing, and pulling up to 60lbs
- Ascending/descending ladders
- Working in kneeling, crouching, or bending positions
- Able to use hand and power tools
- Work in high places and noisy, hot, cold, and tight environments