



We're inviting applications for:

Service Technician

For Newport Water in Barbados

Role Overview

The Service Technician is responsible for both: technical excellence and professional client care.

In this role, the ideal candidate will represent Newport in every client environment. The technician installs, maintains, and services Newport Water systems to the highest technical, safety, and quality standards while delivering clear, confident, and professional communication to clients at every interaction.

Technicians are accountable to schedules, coordinators, documented standards, and client commitments. Reliability, presentation, and follow through are non negotiable.

Electrical training is preferred, however, candidates from HVAC, refrigeration, or similar regulated trades will also be considered.

A successful Service Technician:

- Executes installations and service work correctly the first time
- Communicates clearly and professionally with clients and teammates
- Learns new systems and skills quickly and applies trade discipline to new skills
- Shows up on time, prepared, and well presented
- Protects and enhances the Newport brand in every client space

Core Responsibilities

1. Technical Service & Installations

- Install, maintain, diagnose, and repair Newport water systems in line with company standards and safety regulations
- Respond to service calls promptly and resolve issues correctly on the first visit whenever possible
- Conduct accurate diagnostics and determine resolutions within agreed timelines
- Perform equipment change outs when required
- Complete sanitizations in line with Water Quality Standards
- Carry out warehouse repairs, refurbishments, and controlled equipment testing as required

2. Technical Assessments & Planning

- Assess client sites to confirm suitability for installations (electrical supply, water source, drainage, access)
- Identify optimal equipment placement and installation routes
- Flag special requirements, parts, tools, or risks in advance
- Document assessments clearly using tickets, notes, photos, and videos

3. Client Care & Communication

- Maintain a professional, calm, and respectful manner in all client interactions
- Explain system operation, basic care, and maintenance clearly to clients
- Answer questions confidently and know when to escalate issues
- Build client confidence in Newport systems and people
- Capture client feedback, comments, and opportunities

4. Learning & Skill Development

- Develop strong product and system knowledge across all Newport solutions
- Learn and apply new skills including:
 - Water treatment and filtration principles
 - Solenoids, valves, and system controls

5. Accountability, Standards & Presentation

- Report to jobs on time and as scheduled
- Adhere strictly to Newport standards for:
 - Dress and grooming
 - Deportment and conduct
 - Vehicle and tool cleanliness
- Understand that technicians are accountable team members, not independent operators

6. Documentation & Reporting

- Ensure all tickets, job sheets, and service reports are completed and closed daily
- Capture serial numbers, photos, videos, and service notes accurately
- Obtain client sign off for completed work
- Report issues, inefficiencies, competitive observations, and opportunities

7. Vehicle, Tools & Stock Management

- Maintain assigned vehicle in clean and professional condition
- Keep tools and equipment organized and service ready
- Maintain adequate van stock to complete jobs on the first visit
- Assist with stock tracking, reporting, and warehouse counts as required

Role Requirements

Technical Background

- Formal training in Electrical (preferred), HVAC, Refrigeration, or a similar regulated technical trade
- Strong diagnostic and troubleshooting capability
- Commitment to safety, compliance, and precision

Professional & Personal Attributes

- Strong willingness to learn and execute new skills
- Clear verbal and written communication

- Punctual, reliable, and well organized
- Calm and professional under pressure
- High personal standards for appearance and conduct
- Team oriented with a collaborative mindset

Practical Requirements

- Valid driver's licence (required)
- Ability to lift 45+ lbs
- Comfortable using mobile devices, ticketing systems, and basic software
- Willingness to work overtime or weekends when required
- Willingness to travel locally and regionally when needed

Employment Information

Location: Barbados

Reports to: Operations Team Leader

Working Hours: 7:30am-4:30pm

Environment: Office

Type of Employment: Permanent

Apply Now!

Submit your curriculum vitae, and intro video to careers@newport-water.com with the subject "SERVICE TECHNICIAN"

Deadline: June 30th, 2026

Why Join Us?

- Be part of a progressive and innovative regional team.
- Work for a distinctive regional brand that challenges the status quo.
- Collaborate across diverse teams, cultures, and territories.
- Opportunities for continuous learning and professional development