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| **Position Title:** | **Field Service Technician**  |
| **Reports to:** | **Field Service Manager** |
| **Direct Reports:** | **None** |
| **Financial Delegations:** | **None** |
| **Division:** | **Technical Services** | **Dept:** | **Field Service** |
| **Location:** | **Australia** | **Date:** | **26/05/21** |

# Company Overview

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| insignia is a national label manufacturing business with a strong focus on providing valued solutions to its customers. Part of the Winson Group, insignia has an unwavering passion to help Australian businesses compete. Our values, our people, our products and our services have been the platform for 50 years of being an indispensable partner for our customers. Our Promise: * Market leading products
* Nationwide coverage
* Expertise across all industries
* Delivered with personable service and support, diligence and professionalism

Group Cores Values: Honour; Ownership and Commitment; Change for Strength; Diligence |

# Position Overview & Organisational Requirements

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| **Position Summary:**This position utilises a high level of technical expertise and available resources to carry out technical servicing tasks at customer sites including, preventative maintenance, breakdown repairs, training, and new equipment installations.**Organisational Requirements:*** All positions within the Winson Group will support the achievement of our Mission.
* When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company’s stated values and behaviours, customs and practices.
* Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group’s policies and procedures.
* Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.
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# Key Responsibilities

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| * Display behaviours consistent with the stated Winson Values
* Provide technical support, preventative maintenance, and repairs for the full range of insignia equipment as required and to the prescribed standard.
* Proactively maintain and comply with travel and work schedules to arrive at customer locations and complete work tasks
* Provide a high standard of customer service and seek opportunities to strengthen insignia’s partnership with the client
* Follow escalation path for unresolved technical problems (Field Service Manager)
* Provide technical support for team members (Interstate where required) and the Domino Projects/Sales Team
* Perform a monthly stock take of all spares held in service vehicle with $0 deviation.
* Complete Vehicle + OH&S Checklist Monthly and comply with all safety requirements.
* Participate in Toolbox Meetings and one on one meetings, providing necessary input when required.
* Participate in SOP/WI creation and utilisation and comply with all required procedures.
* Act as a point of contact for technical customer questions
* Comply with all on/off site requirements/standards and inductions
* Contribute to the delivery of the department OGSM plan
* Maintain professional standards of customer service and work to ensure high levels of customer satisfaction.
* Maintain a high standard of professional customer presentation for self and work vehicle
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# Key Competencies/Experience

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| **Key Competencies*** Well-developed technical problem-solving skills
* Ability to effectively utilise available technical resources to complete tasks
* Well-developed communication, interpersonal and presentation skills and the ability to negotiate and maintain effective relationships with a wide variety of people.
* Proven ability to work effectively under pressure, complete all assigned work, meet deadlines and manage activities through to conclusion.
* Ability to utilise a range of computer software (including MS Office, CRM) and hardware (including iPads and others)
* Ability to work both as an individual and as a member of a team.
* Ability to effectively meet client needs and take responsibility for client satisfaction.
* Ability to obtain both Restricted Electrical License and Test and Tag.
* Represent both self and Group in an ethical manner both internally and externally, always maintaining a professional attitude.

**Experience*** 2-3 years’ experience in a technician role
* Fast Moving Consumer Goods industry
* Printing and Labelling Equipment
* Strong fault finding and diagnostic capabilities in relation to mechanical, electrical, and electronic equipment.
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# Key Performance Indicators

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| * Behaviours are aligned to Winson’s stated Values and Behaviours
* Company safety targets (reporting and incidents)
* Time Utilisation within Department Target
* Stock Control dollar deviation = $0 per month
* Stock management task completion
* Vehicle Inspection Checklist completed each month and manager alerted of any issues.
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# Qualifications

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| * Mechanical Trades (Highly Regarded)
* Electrical Trades (Highly Regarded)
* Electronic Trades (Highly Regarded)
* Asset Management / Equipment Life Cycle (Highly Regarded)
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# Mandatory Criteria

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| * Driver’s License C Class
* Test and Tag Certificate (or ability to attain)
* Restricted Electrical License (or ability to attain)
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# Specific Requirements of the Position

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| * Available for rostered after hours phone support/on-site work when there is a requirement based on customer contracts.
* Periodical interstate travel with overnight stays and ability to perform limited after hours work on weekends as required.
* Medium to high physical demand
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# Key Stakeholders

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| **Internal*** Head of Technical Services
* Field Service Manager
* Project Manager
* Project Installation Managers
* Scheduler
* Support Technicians
* Sales Team

**External** * Customers
* Hardware Vendors
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# Authorisation

# Please sign to confirm that this Position Description has been discussed by both parties.

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| --- | --- | --- | --- |
| Employee Name & Signature |  | Date |  |
| Manager Name & Signature |  | Date |  |

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| **Date** | **Reviewed By** | **Comment** |
| 15/05/08 | N Golenkova | Update to new template |
| 20/04/11 | N Golenkova | Addition to qualifications: test and tag, electrical license |
| 29/07/15 | N Golenkova & A Hecke | Update to reflect current template |
| 16/02/17 | S McCalman | Updated position title and included Values and Behaviours |
| 12/06/18 | S McCalman | Updated PD template |