

Field Support Technician Position Description



Position Title:	Field Support Technician		
Reports to:	Field Support Manager		
Direct Reports:	None		
Financial Delegations:	None		
Division:	Customer Experience	Dept:	Field Support
Location:	Australia	Date:	25/05/15

Company Overview

insignia is a national label manufacturing business with a strong focus on quality – Quality award-winning labels, quality brands, quality service and quality people. insignia has been helping their customers with printed & blank labels, portable & desktop printers, automated print-&-apply applicators, and coding & marking systems for over 40 years.

Mission Statement: Through people, process and passion, build a labelling and coding business which delivers unprecedented delight to customers resulting in long term security and opportunity for us all.

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

Position Overview & Organisational Requirements

Position Summary:

This position utilises a high level of technical expertise and available resources to carry out technical service/support tasks at customer sites including, preventative maintenance, training and when necessary repairs on hardware and software.

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

- Display behaviours consistent with the stated Winson Values
- Provide technical support, preventative maintenance and repair 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 jobs
- 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 (FSM)
- 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 requirements
- Participate in Toolbox Meetings and one on one meetings, providing necessary data when required
- Participate in SOP 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 vehicle

Key Competencies/Experience

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) 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, maintaining a professional attitude at all times.

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Experience

- 2-3 years' experience in a technician role
- Printing industry experience highly regarded

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- 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.

Qualifications

- Vocational technical qualifications are highly regarded

Mandatory Criteria

- Driver's License C Class
- Test and Tag Certificate (or ability to attain)
- Restricted Electrical License (or ability to attain)

Specific Requirements of the Position

- 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

Key Stakeholders

Internal

- Head of Customer Experience
- Field Support Manager
- Project Managers
- Scheduling/Planning Team
- Support Technicians
- Projects Team
- Sales Team

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External

- Customers
- Hardware Vendors

Authorisation

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

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____