|  |  |
| --- | --- |
| **Position Title:** | **Project Installation Specialist** |
| **Reports to:** | **Field Support Manager** |
| **Direct Reports:** | **N/A** |
| **Financial Delegations:** | **Purchasing** |
| **Division:** | **insignia** | **Dept:** | **Field Support** |
| **Location:** | **QLD, SYD, MEL** | **Creation Date:** | **14/05/15** |

# 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 labelling business which  brings unprecedented delight to customers, fear to competitors and  delivers long term security and opportunity to all of us.Group Cores Values: Honour, Change for Strength, Diligence, Ownership and Commitment |

# Position Overview & Organisational Requirements

|  |
| --- |
| **Position Summary:**This position is responsible for delivering Domino hardware installation projects to completion, in line with company policy and procedures. Key tasks include roll-out of equipment, execution of project activities, supporting the Field Support Manager and the Project Installation Managers, and collaborating with other project team members. **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, 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
 |

# Key Responsibilities

|  |
| --- |
| **Project Delivery*** In conjunction with the Field Support Manager and the Project Installation Managers, undertake all required project activities, including managing relationships and deadlines in relation to the delivery of Domino hardware equipment nationally.
* Participate in project scoping, run up, installation and commissioning activities.
* Execute implementation work assignments to apt standards and quality systems.
* Report progress and technical problems to Field Support Manager and provide updates in project meetings.
* Manage project closeout and obtain all required signoff for final acceptance.
* Maintain and acquire necessary knowledge on directly related topics such as technology, ERP system, and standards as required.
* Work with Field Support Manager and the Project Installation Managers to apply quality management practices to ensure project deliverables are met on time and on budget.
* Provide specialist guidance and advice to other project team members and act as a technical expert and resource for customer support.
* Act as a point of contact for technical customer questions, and assist with pre-sales support.
* Updates project data by entering and backing up data and files to Customer folder.
* Maintain professional standards of customer service and work to ensure high levels of customer care.
* Work within customer site related QOHAS required standards and maintain inductions.
* Perform a monthly stock take of all spares held in company vehicle with $0 deviation.
* Complete Vehicle + OH&S Checklist Monthly and comply with all requirements

**Field Support*** Provide technical assistance to all Field Service Technicians (Interstate where required) for the full range of insignia equipment as required and to the prescribed standard.

**General*** Contribute to the delivery of the department OGSM plan each year.
* Collaborate with Domino team members to determine and achieve department objectives.
* Develop and understanding of LEAN principles and champion a continuous improvement culture.
* Demonstrate a commitment to company values and support to team members.
* Develop cross discipline experience and enhance knowledge through working with other engineers and technicians.
* Maintain safe and clean working environment by complying with procedures, rules and regulations.
 |
|  |

# Key Competencies/Experience

|  |
| --- |
| **Key Competencies*** High level conceptual and analytical skills and the ability to identify appropriate solutions that meet business needs and objectives.
* Ability to work independently, think creatively and analytically to make quick, sound decisions.
* High level of technical aptitude for electro/mechanical systems and software.
* Ability to utilize time management skills to complete tasks correctly and on time.
* Sound interpersonal, oral and written communication skills to facilitate communication and liaise with internal and external stakeholders/customers.
* Demonstrated ability to work effectively under pressure, handle competing priorities, meet deadlines and manage activities through to completion.
* Demonstrated ability in using the Microsoft products office-suite and experience in using an ERP system; Microsoft Navision highly regarded.
* Positive attitude and ability to work in a strong team environment.
* Ability to coach, provide first level supervision and support to team members

**Experience*** 3 years or more Technical work experience on integrated electro/mechanical systems and software
* 1 year experience in Hardware installation and commissioning
 |

# Key Performance Indicators

|  |
| --- |
| * Project Delivery Customer feedback survey results.
* Projects delivered on time and complete.
 |

# Qualifications

|  |
| --- |
| * CERT IV or higher - Project Management desirable.
* LEAN process improvement training or qualification, highly regarded.
* Advanced Understanding of Domino Hardware and software desirable.
 |

# Mandatory Criteria

|  |
| --- |
| * Restricted Electrical License or higher.
* “C” class license.
* Passport, for international travel.
* White Card.
 |

# Specific Requirements of the Position

|  |
| --- |
| * Availability for interstate travel as required.
* Availability for a minimum of 1 corporate conference per year.
* Ability to travel overseas.
* Available for over-time when required
* Light to heavy manual handling required
 |

# Key Stakeholders

|  |
| --- |
| **Internal*** Field Support Manager
* Field Support Team
* Customer Experience Team
* Domino Sales Team
* insignia Employees
* Finance Department

**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 |  |

|  |  |  |
| --- | --- | --- |
| **Date** | **Reviewed By** | **Comment** |
| 14/05/15 | N Golenkova, A Hecke, J Cheetham | New PD |
| 23/08/16 | S McCalman | Updated reporting manager title and internal stakeholders due to structural review |
|  |  |  |