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| **Position Title:** | **Customer Technical Support Technician** | | |
| **Reports to:** | **Customer Technical Support Manager** | | |
| **Direct Reports:** | **None** | | |
| **Financial Delegations:** | **None** | | |
| **Division:** | **insignia** | **Dept:** | **Service** |
| **Location:** | **Australia** | **Date:** | **12/7/16** |

# Company Overview

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| **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

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| **Position Summary:**  This position utilizes a high level of technical expertise and all available resources to carry out effective and timely repairs on customer 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, 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

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| **Communication & Customer Support**   * Receive all inbound phone calls in a professional and friendly manner * Ensure that 1800 service calls are actioned along with the service emails, and provide technical support and maintenance on all products and models where required * Manage Service Order creation and provide technical phone support for the full range of insignia equipment as required and to the prescribed standard * Act as a point of contact for technical customer questions and troubleshooting * Participate in Toolbox Meetings and one on one meetings, and provide all required data   **Technical**   * Follow escalation path for unresolved technical problems (CTS Manager) * Undertake Workshop SOs within the SLA turnaround timeframe * Provide technical support for all Winson staff Assist Technicians in the field when required * Participate in SOP creation and utilization   **Support**   * Comply with all on/off site requirements, standards and inductions * Perform a monthly stock take of all spares held in Workshop Area with $0 deviation. * Contribute to the delivery of the department OGSM plan * Maintain records of customer interactions and transactions in the corporate system, recording details of enquiries, complaints, comments and actions taken * 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 workshop |

# Key Competencies/Experience

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| **Key Competencies**   * Well-developed technical problem-solving skills * The ability to effectively utilise available resources to complete tasks * Well-developed communication, interpersonal skills 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 completion. * Ability to utilise a range of computer software (including MS Office and CRM) plus 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.   **Experience**   * 2-3 years’ experience in a technician role * Printing industry experience highly regarded |

# Key Performance Indicators

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| * Meet the company targets for phone resolution fix * Stock Control dollar deviation = $0 per month * Workshop SLA criteria is maintained. |

# Qualifications

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| * Vocational technical qualifications are highly regarded |

# 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) |

# Specific Requirements of the Position

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| * Periodical interstate travel with overnight stays and ability to perform limited after hours work on weekends as required. * Medium physical demand |

# Key Stakeholders

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| **Internal**   * Head of Customer Experience Team * FSM Northern ,FSM Southern * Scheduling/Planning Team * Service Technicians * Project Technicians * Sales Team   **External**   * Customers |

# 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 |
| 28/7/15 | N Golenkova and A Hecke | Updated to reflect new template changes |
| 4/8/2016 | W Ayres & L Campbell | Reviewed and Updated |