

Customer Support Technician Position Description



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

Company Overview

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

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 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

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
- Ability to schedule and allocate work orders
- 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 and 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

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)

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- 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.
- 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 customer support role
- Printing industry experience highly regarded

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Meet the company targets for phone resolution fix
- Stock Control dollar deviation = \$0 per month
- Workshop SLA criteria is maintained.

Qualifications

- Vocational technical qualifications are highly regarded

Mandatory Criteria

- N/A

Specific Requirements of the Position

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

Key Stakeholders

Internal

- Head of Customer Experience Team
- FSM Northern ,FSM Southern
- Scheduling/Planning Team
- Service Technicians
- Project Technicians
- Sales Team

External

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 Customers

Authorisation

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

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