

Staff Position Description

Position Title: Technical/IT Engineer

Reporting to	Managing Director
Liaises with internally	Technical Engineers Managing Director Office Administrators

Purpose of the Position	To contribute to the smooth running of the service department and assisting office staff as required
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Behaviours Required	<ol style="list-style-type: none"> 1 Teamwork 2 Customer Focus 3 Being Motivated 4 Loyalty to the job and business 5 Honesty and Integrity
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Position Requirements:

1. Must have strong work ethics, honesty, integrity, reliability and excellent communication skills
2. Current and valid Australian drivers licence
3. Must hold Australian citizenship or permanent residency and be able to work in Australia

Selection Criteria:

1. Current or recent experience with Konica Minolta multifunctional machines both colour and black and white
2. Formal training of Konica Minolta multifunctional machines
3. Experience and/or qualifications in IT networking and data communications
4. Current or recent experience with Oce wide-format equipment
5. Experience with other brands of multifunctional machines both colour and black and white
6. Restricted Electrical Licence
7. Formal training of other brands of multifunctional machines

Tasks and Responsibilities

For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies
- Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment
- Display a positive attitude and be an active member of the team
- Treat others with respect
- Follow direction provided by senior members of the team, where authorised

For the Job

- 1 Perform technical work as required by assisting other Technicians with:
 - Running up machines
 - Installations
 - Preparing service calls
 - Prioritise technical tasks
- 1 Monitor inventory levels and timely order replacement stock
- 1 Control and monitor all serialized equipment and documentation
- 1 Create and extend service contracts
- 1 Miracle service software maintenance and data entry
- 1 Liaise with sales/admin staff to ensure timely installation of new equipment
- 1 Perform technical work as required both onsite and offsite in regard to Konica Minolta and Océ machines
- 1 Work with a restricted electrical licence or work safely under a licensed technician with a current licence when working with live electricity
- 1 Discover leads for the sales team when out in the field
- 1 Deliveries of both machines and stationary in Hervey Bay and Maryborough as required
- 1 Meeting Monday mornings with the Service Department and Managing Director to discuss tasks and plan for the coming week.
- 1 Assist in other areas of the business as required

Position Perks

The following are provided for work purposes:

- 1 Car
- 1 Phone
- 1 Laptop
- 1 Uniform
- 1 On going training at the Konica Minolta Institute of Technology in Sydney
- 1 Monthly RDO - imagine a long weekend every month!

Potential Employer Provided Training Opportunities

- 1 Microsoft Certification
- 1 Sales courses
- 1 Short courses in personal development
- 1 Self-paced online professional development courses

Salary is between \$40,000-\$45,000 + super + perks depending on the applicants qualifications and experience