
JOB TITLE: SERVICE TECHNICIAN
COMMENCEMENT DATE:
REPORTS TO: SERVICE MANAGER

JOB DESCRIPTION

- Purpose of role** Undertake service and repair, including preventative maintenance and break-fixes, on all models of Roland DG equipment and software for both Roland DG partners and end users.
- Main duties and responsibilities**
- Core objectives include:**
- Provide service and repair of all models of Roland DG equipment and software for both partners and end users.
 - Perform troubleshooting and repair of Roland DG equipment and software in-house and in the field as required.
 - Spare parts management and inventory control for van stock.
 - Assist Technical Service and Support staff as part of the Service team.
- Service and Repair:**
- Undertake service and repair activities in the field or in-house as directed by the Service Coordinator and Service Manager.
 - Ensure that service activities assigned for on-site or in-house attendance are carried out in a timely manner and within KPI's.
 - Organise necessary spare parts for job requirements, scheduling of attendance and required communication to customers, completing service job sheet and collect payment on completion.
 - Carry out factory modifications for product as required on site or communicated by Roland DG.
 - Escalate technical issues and concerns to the Service Team Manager or Product Manager to identify possible problems.
 - Ensure all service paperwork is submitted within 5 days of completion or month end with all necessary information provided. If necessary, escalate problem to ensure attendance to in a timely manner.
 - Collect payment from in the field services at completion of the job.
- Customer Service:**
- Provide technical and service support to end users, service agents and dealers via phone, email or by attending to the problem on-site. Ensure issues are documented and escalated if required.
 - Provide software and hardware training for customers where required or requested.

Imagine.

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- Liaise with customers for communications of onsite visits, follow ups or directing enquiries.

Spare parts and stocktake:

- Maintain and optimise reasonable and sufficient level of spare parts required for services to be carried out. This includes holding minimum stock, ordering required items, carrying out stock takes on a monthly basis, secure parts in both van and office locations.
- Process spare parts returned as warranty credit claims, by checking the validity of use or replacement on service job for warranty replacement in accordance with the warranty terms and conditions.
- Conduct regular stocktakes of FT warehouse with focus on accountability for parts used.
- Ensure inclusion of all spare parts used on each job sheet as used to maintain and reduce stock discrepancies

Other duties

- Work in line with internal processes and paperwork and software systems.
- Complete all documentation required to perform duties in a timely and accurate manner.
- Demonstrate Roland hardware and software solutions to potential customers to support sales activities.
- Ensure that service activities assigned are carried out in a timely manner.
- Run demonstrations and Roland Clinic sessions as required
- Maintain ALL tools and equipment required for carrying out servicing and your role.
- Maintain all workspace areas, with special attention to safety and presentation.
- Attendance at trade shows to assist the setup and pull down of stand and equipment as requested. Provide technical assistance during the show by attending as required.
- Engagement and attendance at service weekly team meetings.
- Maintain acceptable authorised training levels as determined by Roland DG.
- Fulfil other duties as required by management and other Service personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Diploma or Cert IV in Electronics, Telecommunications or Information Technologies field or equivalent experience.
- Working with Children Permit (Govt and school sites)
- Restricted Electrical Workers License (Disconnect and Reconnect) favorable
- Full Australian Drivers License – No restrictions.

Experience

- Service and repair experience in a similar field of at least 3 years.
- Must understand electronics theory and circuit diagrams with proven experience
- Display a technician level of IP Network knowledge, showing knowledge of how to use simple network tools to diagnose serviceability of network devices, and be able to show ability to configure network devices utilising various network interfaces.
- Similar industry certifications or experience will be highly regarded.
- Generally Fit and Healthy

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience. Polite in person/phone manner and good liaison skills with customers.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** Must be able to prioritise demands and workflow, Ability to analyse and determine improvements by optimising workflows, eliminating waste.
- **Service and Repair:** Aptitude for diagnosing repairing a broad range of hardware/software faults, abilities to problem solve and think on their feet

Personal attributes

- Aptitude for learning and supporting technologies
- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.
- Proactive with self and team improvement, desire to grow and develop.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU & SIGNED BY MANAGEMENT

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Employee

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Date

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Manager

.....
Date