

Technical Support Engineer

Selection Criteria

POSITION: **Technical Support Engineer**
Tunstall Australasia Pty Ltd

REFERENCE NUMBER: TSE Aug08

1. Application process:

Every applicant is to download this document from the Tunstall Australia website and carefully read the Position Responsibilities and Performance Criteria. They must submit a written statement detailing three or more of the Preferred Selection Criteria detailing their experience and/or knowledge in these areas.

Each response is to be kept to no more than half an A4 page of text (typed) per criteria. The applicant may address more criteria if they can and this may provide us with a clear understanding of their experience.

Submit a resume and include two work referees. Referees will only be contacted with the applicant's permission.

Submit these items via email to jobs@tunstallap.com.

2. Selection process:

Successful applicants will be contacted to arrange an interview. Confidentiality will be maintained throughout this process.

The interview will consist of a short technical interview to confirm experience and knowledge followed by a behavioural interview.

All candidates selected for an interview will be sent acknowledgement of an interview and notified of the outcome.

3. Preferred Selection Criteria:

Please address three or more of the following criteria:

1. The applicant's experience or knowledge of commercial PABX's or telephone systems
2. The applicant's experience with Call Centre facilities and hardware
3. The applicant's experience with domestic house telephone cabling including Mode 3 and ADSL filters installation.
4. The applicant's knowledge of personal, portable, low powered radio transmitters, receivers or security alarm devices
5. The applicant's experience with domain computers and servers
6. The applicant's experience with VPN's and long distance IT communications
7. The applicant's experience with IT networking infrastructure including Cat5/Cat6 cabling, patch panels, switches and routers
8. Fault finding of electronic circuit boards and understanding of schematic diagrams
9. Qualifications - ACMA license will be highly regarded

Technical Support Engineer

POSITION RESPONSIBILITIES AND PERFORMANCE CRITERIA

POSITION: **Technical Support Engineer**
Tunstall Australasia Pty Ltd

REPORTS TO: Senior Technical Manager

1. Scope of the Position:

The position covers four main areas of responsibility:

- Maintenance and implementation of Tunstall customer monitoring centre,
- Products and equipment,
- Third party service contracts,
- Product and systems training which can include sales presentations.

2. Reporting Requirements:

The Technical Support Engineer shall report to the Senior Technical Manager and will be a member of the Technical Support Team.

3. Job Description:

- 3.1 Provide technical assistance in installation, maintenance, testing, commissioning and upgrading of key products, including telecommunication and communication alarm systems. Travel maybe required.
- 3.2 Assist in the development of hardware and software of all existing and future products with Research and Development to satisfy customer and market requirements.
- 3.3 Provide assistance for staff in the repair of all products and for customers in the use of all products. This includes development of user reference, training documentation and quality management system procedures.
- 3.4 Provide remote out-of-hours support of Monitoring Centre and Control Centre monitoring equipment on a rotational basis with other technical support personnel.
- 3.5 Identify issues that inhibit customer satisfaction and actively participate in their resolution and future prevention.
- 3.6 Work in conjunction with Sales to provide specifications for systems upgrades and installations.
- 3.7 Operate with other engineers nationally to ensure an acceptable level of service support is offered 24 hrs a day 7 days a week.

- 3.8 Attend review meetings with Technical Support Team to discuss emerging trends or problems, develop and maintain effective problem management practices, including Disaster Recovery Procedures.
- 3.9 Maintain confidentiality of all client details outside the work place.
- 3.10 Develop functional relationships and facilitate effective communication within a team environment.
- 3.11 Commit to and endorse Tunstall Visions, Mission and Values.

4. Performance Criteria:

- 4.1 Demonstrated experience and knowledge of commercial PABX or telephone systems
- 4.2 Demonstrated experience with Call Centre facilities and hardware
- 4.3 Demonstrated some experience with domestic house telephone cabling including Mode 3 and ADSL filters installation
- 4.4 Demonstrated knowledge of personal, portable, low powered radio transmitters, receivers or security alarm devices
- 4.5 Demonstrated experience with domain computers and servers
- 4.6 Demonstrated experience with VPN's and long distance IT communications
- 4.7 Demonstrated experience with IT networking infrastructure including Cat5/Cat6 cabling, patch panels, switchers and routers
- 4.8 Demonstrated experience with fault finding of electronic circuit boards and understanding of schematic diagrams
- 4.9 Ability to rapidly acquire in-depth technical understanding of the company's key products/ systems and general knowledge across the range of all core products.
- 4.10 Demonstrated organisation skills with the ability to meet deadlines, high level of communication skills and exceptional customer service skills.

5. Review Procedure:

- 5.1 The purpose of the formal performance review is to review past performance and set mutually agreed goals and objectives for the future. Informal reviews may occur more frequently.
- 5.2 Employees unable to meet mutually agreed standards will be placed in a formal performance management process aimed at improving their performance to a mutually agreed level.
- 5.3 There will be a monthly performance review for the first three months of acceptance of this position. Thereafter reviews will be conducted on an annual basis.

6. Conditions of Work:

- 6.1 The minimum hours of work will be 38 hours each week
- 6.2 Superannuation of 9% government charge
- 6.3 Employees will need to submit a Health Questionnaire confirming their fitness to work