

Position Description

Technician - Phone/Network Cabling Installations

PURPOSE

The incumbent will provide high level support and backup to the Service Manager.

They will be required to coordinate, liaise and complete tasks following instructions provided by the Service Manager. At all times they must maintain high standards of customer service ensuring that their attitude is professional.

They will form part of a highly motivated team committed to a high level of service that contributes to the overall effectiveness and efficiency of the business.

PRINCIPAL ACCOUNTABILITIES

- Technical knowledge of Alcatel, Samsung or Avaya phone systems would be advantageous.
- Complete service work in timely manner
- Various Cabling Installations
- Return appropriate paperwork (completed correctly & legible)
- Try to spot opportunities for upselling products and services
- Liaise with customers
- Hand in timesheets on time & any other paperwork
- Contact the Supervisor of any variations so that these can be priced and signed off
- Provide a separate blue sheet for variations
- Collection of money for COD jobs
- To follow the plans as given by the Supervisor, if the client changes these the Supervisor must be contacted
- Use safe working practices at all times
- Check and test all works and have complete sign off from the customer with the customer complete details on the blue sheet
- Maintain correct stock levels
- Tidy and clean all work areas
- Be polite to the customers
- Advise the Supervisor if the job is to run over time as soon as possible
- Inform the Supervisor of start and finish time for all jobs

Melbourne

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QUALIFICATIONS AND EXPERIENCE

- Excellent interpersonal, communication and negotiation skills.
- Excellent organisation and coordination ability with proven ability that allow the incumbent to achieve results through others.
- Demonstrable commitment to customer service that enables the confidence in dealing with various personalities in varying situations.
- Problem solving and demonstrable ability to follow through on instructions to achieve a satisfactory result.
- Resilience to work under pressure and adapt to change.
- A current Victorian Drivers Licence.

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