

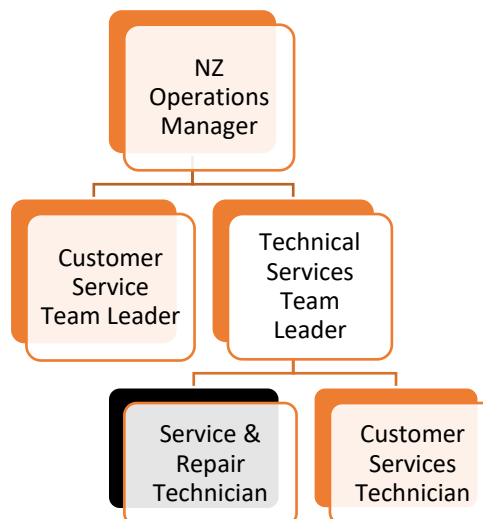
POSITION DESCRIPTION

Position Title: Service & Repair Technician	Direct Manager: Technical Services Team Leader	
Budget Responsibility: Nil	Direct Reports: Nil	Indirect Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

Key purpose: To ensure product issues experienced by our customers are resolved promptly and effectively. This primarily includes repairing customer product failures and providing telephone and e-mail support to our New Zealand Animal Management customers.

WHERE YOU'LL FIT IN #TEAMGALLAGHER



WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Customer service, NZ sales, Key account managers, Territory managers, Marketing team, Product managers, R&D	Resellers, End User Customers, Farm services & consultants

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Service and Repairs	<ul style="list-style-type: none"> • All jobs (both customer and internal) are completed promptly, competently and to the highest quality standard. • Field service work where required to be planned and carried out within business guidelines • All job activities are documented appropriately and accurately. • This includes (a) writing customer repair reports; (b) documenting all communications and decisions; and (c) entering appropriate fault codes for later analysis. • All department and company policies are followed. This includes meeting all EWRB and safety requirements. • Any product issues that require further investigation or corrective actions by Gallagher are immediately reported via appropriate channels.
Support/Promote Gallagher Solutions	<ul style="list-style-type: none"> • Technical product support requests (e.g., telephone and e-mail) are resolved promptly and professionally. • All customer service activities are logged (e.g., in CRM). • KPIs for customer experiences are defined and achieved. • Opportunities for new Cloud customers are being identified and converted.
Continuous Improvement	<ul style="list-style-type: none"> • Effective and efficient systems are in place. • A strong working knowledge of Gallagher products is achieved and being continually developed. • All team and individual KPIs are achieved (e.g., repair processing times, support response times, etc.). • All department and company policies are followed.
Attitude and approach	<ul style="list-style-type: none"> • A positive “can do” work environment. • Good listener. • Willing to keep an open mind. • Team player.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:

- A relevant electronics or IT qualification and/or strong technical aptitude.
- Willing and able to obtain relevant electronics and/or IT qualification.
- Proven experience dealing with external customers in a support or problem-solving role.
- Proven experience at diagnosing and repairing electronic equipment to a component level (or a proven ability to develop this experience).

Skills / Competencies:

- Knowledge of software systems (e.g., cloud, PC, web, embedded).
- Knowledge of electronics.
- Ability to problem solve to root cause by thinking logically, calmly, and promptly.
- Willing and able to train towards full EWRB registration (as an Electrical Appliance Service Person).
- Outstanding people and communications skills.
- Customer empathy and commercial awareness.
- Conceptual Thinker. Ability to understand how systems and ideas link together logically and consistently; and to quickly apply that knowledge to new or related situations.
- Excellent computer skills (e.g., typing).
- Ability to develop technical support material (e.g., service notes, help sheets, etc.).

Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

