

After Sales Support Engineer

Unique Micro Design (UMD) is an Engineering IoT Solutions company specialising in venue access control and ticketing, payment systems, asset tracking and logistics. We design, manufacture, distribute and integrate hardware and software solutions for a wide range of applications within the IT industry. UMD is based in the Monash Precinct, Australia's largest concentration of ICT, scientific and medical industries, in Clayton, Victoria.

UMD is seeking a broad-skilled technologist who loves working with customers to help them be effective with our solutions. You are likely to be a computer support engineer with a minimum of 3+ years experience providing technical support in networking, Linux, embedded systems and associated applications. You're ready to step into a bigger role where you support our existing clients as well as develop the support capability at UMD by setting up systems and processes to more efficiently provide support to our customers while maintaining profitability.

Primary tasks:

- Be first point of contact for BAU customer support calls for our solution products
- Solve problems, answer questions or redirect the issue to the appropriate 2nd level person
- Record and track issues and time spent
- Monitor support issues and ensure SLAs are being met
- Capture resolutions and maximise the probability that answers can be found by the customer without our assistance the next time.
- Develop user manuals and other project documentation for the purpose of post sales support
- Learn our solution products and be the user's advocate to the product and design team
- Formalise our support offering, assist sales with selling it and ensure we can deliver on it

Required skills and attributes:

- Bachelor's degree in a related field (engineering, computer science)
- 3+ Years in a solutions support or after sales role
- High level of communications skills to articulate complex solutions
- A good knowledge in the majority of;
 - Wired and wireless network technologies (TCP/IP routing etc)
 - Linux system troubleshooting and administration
 - Database and web services application troubleshooting
 - Some programming in either Windows or Linux environments
- Proven ability to manage clients expectations and deliver excellent customer service
- Self-manage time allocation to priorities from customers as well as delegated tasks

Desired abilities:

- Knowledge of;
 - Data capture technologies including – Barcode, RFID and BTLE
 - Embedded systems such as Arduino, Raspberry Pi, Particle Photon etc.
- Flexibility in working hours – some after hours and weekend work may be required.
- Occasional interstate travel.

Application:

- Salary package will be based on skills and experience.
- Includes a laptop, mobile phone and reimbursements for per km vehicle use.
- Position is full time permanent.
- Apply online via seek - Job ID ASSE0518