

## Position Description

	<b>Date</b>	<b>26/11/2018</b>
<b>Business Segment</b>	Unique Micro Design	
<b>Position</b>	Application Field Engineer (AFE1118)	
<b>Location</b>	Clayton, Melbourne, Victoria.	
<b>Reporting to</b>	Product & Project Manager (Payments and Kiosks)	

<b>Company</b>	<p>Unique Micro Design (UMD) (est. 1983) is an “engineering IOT solutions” company that specialises in the design, manufacture, distribution and integration of fixed and mobile data collection terminals, interfaces and peripheral devices for a wide range of applications, in the commercial electronic POS, RFID, Access control and Payment space.</p> <p>UMD is a medium sized, matrix structured organisation, where individuals have the opportunity to work on a wide range of projects and tasks simultaneously.</p> <p>This position will ideally suit an experienced and well organised applicant seeking to apply their breadth of knowledge to diverse and challenging solutions.</p>
<b>Role (General)</b>	<p>UMD is seeking a full time Application Field Engineer to join its professional services team.</p> <p>The primary purpose of this position is to undertake pre- and post-sales support to internal and external sales teams, in the areas of Radio Frequency Identification 'RFID', Mobility and Data Capture Solutions, Patron Access Control 'PAX' and Retail and Payment Kiosks.</p> <p>Responsibilities include evaluating, sourcing and supporting equipment and solutions from suppliers, documentation (finished solutions) then leading their deployment projects solutions on customers sites. Customer support and training up to, and including, hand over to after-sales support is also required.</p> <p>Applicants must demonstrate their experience in building and commissioning electro-mechanical systems and solutions for commercial and industrial business markets. This includes commissioning and configuration of equipment to operate with existing onsite IT infrastructure and remote management systems.</p> <p>Pre-sales support will include;</p> <ul style="list-style-type: none"> <li>• Reviewing proposed system designs for quotation</li> <li>• Configuring and conducting systems for User Acceptance Testing</li> </ul>

- Preparation of documentation (including Scope Of Works, and quotations)

Post-sales support will include;

- Onsite commissioning of equipment and systems
- Customer support

The position is located in the UMD head office in Clayton and will entail on-site work at client premises. Remote support via telephone or computer will also be required. Some travel, locally, interstate and occasionally overseas (New Zealand) for the purpose of customer and site meetings, training and seminars, will be required to fulfill this position.

Applicant must possess a full and current (non-disqualified) Victorian driver's license and have the use of a roadworthy vehicle for the purpose of commuting between locations as required in order to conduct the duties of the position.

Due to the nature of UMD clients and systems, applicants should be aware they may be required from time to time, to work outside normal business hours (M-F:08h30 -17h00) and on public holidays in order to accommodate customer or supplier requirements.

This technical role will require applicants to be able to draw upon their in depth knowledge across the following areas:

- Embedded electronic systems and controllers
- Software environments
  - Experience using C/C++, C#, .NET, Windows, Linux shell
- Working knowledge of IT networks
  - TCP/IP, 802.11x, routing, switching, VPNs, HTTP etc.
- Wireless LAN technology - installation and configuration of A/Ps and wireless devices and peripherals
- Ability to solve networking and wireless LAN problems in the field.
- Knowledge of RFID technology and systems

The successful applicant will be able to demonstrate their experience and training to meet these requirements and those specified in the 'Key Challenges' section following.

Applicants must be able to work autonomously to evaluate and develop solutions for sales opportunities generated by the business using third party vendor products with little or no internal R&D work.

Experience in a similar customer facing role, foster relationships with new and existing customers is essential. Applicants to have communication skills to present, document and articulate solutions to customers.

	Ad hoc duties including preparation and co-ordination of technical literature, datasheets, specifications, presentation material and quality review documents.
<b>Key Attributes (Critical success):</b>	<p>Applicants must be technical and commercially proficient in the design and production of electronic IOT based equipment and systems. It will be essential for applicants to demonstrate their experience and knowledge in the following key areas. Items marked as *critical are essential for successfully fulfilling the position.</p> <p><b><i>Industry Exposure</i></b></p> <ul style="list-style-type: none"> <li>• Working with and Installing Radio Frequency Identification 'RFID' systems (*critical)</li> <li>• Working with and Installing Patron Access Control 'PAX' Industry Experience</li> <li>• Experience working with Corporate and Business IT Network Infrastructure</li> <li>• Commercial and Industry, IOT Application and Installation Experience (Plant &amp; Machinery)</li> <li>• Retail Industry, IOT Application and Installation Experience (Plant &amp; Machinery)</li> </ul> <p><b><i>Remote Management</i></b></p> <ul style="list-style-type: none"> <li>• SOTI (*critical)</li> <li>• Exposure to <ul style="list-style-type: none"> <li>○ CrossTalk</li> <li>○ Wavelink Avalanche</li> <li>○ MobileIron</li> </ul> </li> </ul> <p><b><i>Device Management</i></b></p> <ul style="list-style-type: none"> <li>• Android (*critical)</li> <li>• Linux System Administration (*critical)</li> <li>• Windows CE</li> <li>• Previous Mobile Device Management and Support</li> </ul> <p>The ability to prepare and manage project deployment is essential as the applicant will be responsible for ensuring systems are deployed to site and commissioned, including any remedial works as required ontime.</p> <p>The successful applicant should be able to demonstrate a clear understanding of project and program management, highlighting time management and prioritisation skills.</p> <p>Applicants should be proficient in preparing business cases to support development of software requests to senior management. This will require a clear understanding of key financial and business metrics and the ability to analyse and present this information.</p>

<b>Special Conditions</b>	<p>Due to the importance of this position, UMD will be placing an initial probationary period of six (6) months with the option to extend this by a further period of three (3) months if required.</p> <p>Potentially successful candidates may be invited to demonstrate their working knowledge in critical areas required to perform these roles. This maybe in the form of a practical test which will be kept below a maximum time period of two (2) hours. During this session, any practical work completed will be completely fictitious and non-commercial in nature and will be designed and used for the purpose of testing the applicant's claims to knowledge and previous work experience. Applicants may be requested to participate as a part of the application process and will be willing undertake this without expectation of payment.</p> <p>Potentially successful candidates may also be invited to undertake an online psychometric test as a part of the application process.</p>		
<b>Professional Experience:</b>	<b>Professional Competencies:</b>	<b>Personal Attributes:</b>	
<ul style="list-style-type: none"> <li>• 3-5 years experience in an Application or Field Engineering Technical Services field supporting or commissioning electronic products.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• 8+ years installing and supporting in field Radio and IOT systems.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• 4-5 years experience in the design and manufacture of electronic products including firmware / software.</li> </ul> <ul style="list-style-type: none"> <li>• This position may suit ex-military IT Support or Radio Communications Engineers</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Electronic Engineering, Computer Science or an Associate degree in Electronics with relevant 8+ years industry experience.</li> <li>• Strong business acumen with a working knowledge of the sales process.</li> <li>• Experience working with Low Voltage systems and Data Cabling.</li> <li>• Experience in conducting technical training and customer sales demonstration.</li> <li>• The ability to communicate clearly and concisely to all team members and all levels of Mgmt.</li> <li>• Interstate and overseas travel as required.</li> <li>• Police and Government security license check in order work with local Government and Police organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Strong time management skills</li> <li>• Customer focused</li> <li>• Analytical, process driven, make decisions</li> <li>• Excellent troubleshooting and structured problem solving skills</li> <li>• Highly articulate with great presentation skills.</li> <li>• Adaptable to changing priorities and requirements</li> <li>• Team player</li> <li>• Highly proficient in the use of basic MS computer packages (Word, Excel, Powerpoint &amp; Project)</li> <li>• Experience working with quality task tracking software such as Jira or similar.</li> <li>• Excellent verbal and written communication skills</li> </ul>	

Name	Applications		
Title	Project and Product Manager		
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