

## Position Description

	<b>Date</b>	<b>26/11/2018</b>
<b>Business Segment</b>	Unique Micro Design	
<b>Position</b>	Technical Support / Service Technician	
<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 broad range of diverse projects and tasks simultaneously.</p> <p>This position will suit an applicant who is an enthusiastic technologist and curious by nature with an aptitude to investigating and solving challenging problems.</p>
<b>Role (General)</b>	<p>UMD is seeking a full time Technical Support / Service Technician (TS) 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 customers on the key products and solutions sold by the business in the fields of Radio Frequency Identification 'RFID', Patron Access Control 'PAX' and Retail and Payment Kiosks.</p> <p>Experience in a similar customer facing role, fostering relationships with new and existing customers is essential.</p> <p>Responsibilities include;</p> <ul style="list-style-type: none"> <li>● Front line customer telephone support on; <ul style="list-style-type: none"> <li>○ Wired and wireless network technologies (TCP/IP routing etc)</li> <li>○ Support for BlueTooth Low Energy (BLE) Devices and Beacons</li> <li>○ Linux system troubleshooting and administration</li> <li>○ Embedded systems such as Arduino, Raspberry Pi, Particle Photon etc.</li> <li>○ Database and web services application troubleshooting</li> <li>○ Data capture technologies including – Barcode and RFID</li> </ul> </li> <li>● Preparation and conducting user online instruction and in person training sessions.</li> </ul>

- Remote Device Management and support of mobile devices operating (Android, Linux, and Windows CE O/S).

Applicants must demonstrate their experience in supporting electro-mechanical systems and solutions in commercial and industrial business applications. This includes configuration of equipment to ensure correct operation, documentation and training material, as well as integration with existing onsite IT infrastructure and support via remote management.

The position is located in the UMD HQ office in Clayton and will entail some on-site support work at client premises. Remote support via (telephone or computer) will also be required. Applicants should be prepared to travel for the purpose of customer support and trainings, both locally and interstate. Applicants should be aware they may also be required to travel New Zealand to undertake support work on a limited basis.

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

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:09h00 -17h30) and on public holidays in order to accommodate customer or supplier requirements.

This BAU technical support role will support the following:

- Onsite installation practice for IOT, IT and Wireless systems
- Embedded electronic systems and controllers including prototype assembly and debugging.
- Software environments
  - Basic exposure to 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

Duties will also include documenting resolutions and preparing technical literature, datasheets, and support material documentation.

The successful applicant should be able to demonstrate their ability to systematically break complex problems down into manageable

	<p>components to identify and resolve the root issue by providing previous example(s) within their cover letter.</p>
<p><b>Key Attributes (Critical success):</b></p>	<p>Applicants must be technically proficient in the installation of electronic IOT equipment and systems and able to demonstrate these skills, experience and knowledge in the following key areas. Items marked as *critical are essential for successfully fulfilling the position.</p> <p><b>Industry Exposure</b></p> <ul style="list-style-type: none"> <li>● Working with and installing Radio Frequency Identification 'RFID' systems</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>* UMD uses SOTI as its primary remote mobile device management platform. Previous experience working with SOTI is essential if applying for this position. Applicant should highlight their experience and training within their application. Demonstration of this knowledge may be required during the interview process.</p> <p><b>Remote Management</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>Device Management</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><b>Special Conditions</b></p>	<p>Applicants should be aware that due to the important nature of this position, UMD will be placing an initial probationary period of three (3) 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 shall be kept below a maximum time period of two (2) hours. During this session, any practical work completed shall be completely fictitious and non-commercial in nature and shall be designed and used for the purpose of testing the applicant's claims to knowledge and previous work experience. Applicants should be</p>

	<p>aware they may be requested to participate as a part of the application process and shall be willing to 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>• <b>3-5 Years experience in an Technical Support / Field support electronic products.</b></li> <li><b>Or</b></li> <li>• <b>3-5+ years installing and supporting in field Radio and IOT systems.</b></li> <li>• <b>This position may suit ex-military IT Support or Radio Communications Engineers</b></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+ 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> <li>• Capacity to make decisions and take a leadership role</li> </ul>	<ul style="list-style-type: none"> <li>• Strong time management skills</li> <li>• Customer focused</li> <li>• Analytical</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) and/or the Google Suite of tools.</li> <li>• Experience working with quality tracking software such as Jira or similar.</li> <li>• Systematic approach to problem solving</li> </ul>

<b>Name</b>	Applications		
<b>Title</b>	Project and Product Manager		
<b>Close Date</b>	31 <sup>st</sup> January 2019		
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	28 <sup>th</sup> February 2019		