



Summary

The Technical Officer position is based in Griffith NSW, and could be as either part-time, full-time or contractor based capacity. The Technical Officer is responsible for providing service and support on irrigation monitoring and control equipment to Cropsol's customers and staff.

Requirements

- Enjoy working outdoors and be physically fit
- High level of computer literacy
- Self motivated and be able to work as part of a team or unsupervised
- Hold a current drivers licence, and be able to travel to remote locations to complete projects

Responsibilities

Service Responsibilities

- Perform bench repairs and testing of monitoring systems and associated equipment.
- Perform in-field repairs of customer's equipment.
- Commission project installations.
- Assist with the design, quoting and commissioning of customer systems.
- Maintain good levels of communication with customers.
- Escalate difficult repairs to managers or suppliers.
- Assist other Cropsol staff with large project jobs.

Time Management

- Utilise electronic diaries to manage and record work activities.
- Plan scheduled work in advance leaving time available for emergency jobs.
- Keep Cropsol's staff updated with daily activities.

Stock Control

- Ensure accurate data entry of stock onto job sheets.
- Advise Office Administrator on appropriate levels & purchasing of stock.

Document Control

- Maintain files of customer's system configurations.
- Maintain libraries of product technical information.

Quality

- Ensure accurate information is kept and organised.
- File paperwork.
- Work area to be kept organised & tidy, including clearing of desk & bench before close of business each day.
- Ensure stock is tagged and labeled to identify condition and ownership.

Education

- Identify training needs and opportunities.
- Source training from suppliers to fill product knowledge.