

## POSITION DESCRIPTION

### Title

IT Service Technician

### Responsible To

Senior IT Service Technician

### Reporting to This Position

n/a

### Purpose of The Position:

The purpose of the IT Service Technician position is to work closely with the Healthcare Technology Sales team located in Victoria to develop HPA's presence and client base in VIC along with supporting our current clients in VIC. This role will see you responsible for developing and maintaining relationships with our current customer base and new customers. Together with working closely with our Product Specialists and Service Team, you will be HPA's front line support to our clients'.

Duties will be primarily performed during normal business hours although ad-hoc after hours and weekend work may be required.

### Key Responsibilities:

Key Responsibility Areas	Associated Tasks
General	<ul style="list-style-type: none"> <li>▪ Ability to undertake the duties of the role in accordance with Hospital Products Australia's Values and Code of Conduct</li> <li>▪ Comply with all company policies and procedures</li> <li>▪ Comply with the Work Health &amp; Safety Act 2011 and its applicable Codes of Practice and Australian standards</li> <li>▪ Assist with ad hoc duties as required</li> </ul>
Service & Commissioning	<ul style="list-style-type: none"> <li>▪ Provide quality service to HPA's customers in all assigned tasks</li> <li>▪ Support all customer product training, knowledge, and expertise.</li> <li>▪ Provide solutions in a timely fashion for issues that may arise with all HPA products.</li> <li>▪ Log and track support all calls in the designated HPA system(s), prioritise, delegate, and escalate jobs as required to ensure customer satisfaction.</li> <li>▪ Identify trends in the support calls and develop documentation to address these most-often reported problems and issues. Notify management of increasing trends, unusual activity or repeated activity and work to find solutions.</li> <li>▪ Brief customers as well as management on the status of current resolution efforts and attend daily/weekly/monthly meetings as requested or required.</li> <li>▪ Access and contribute to software updates, drivers, knowledge bases, and FAQ's resources on the Intranet to assist with end user's issues.</li> <li>▪ Assist other teams to initiate, design and support effective solutions as directed by our business needs.</li> <li>▪ Assist Product Managers with commissioning of products when installation takes place</li> <li>▪ Assist with the in-service training with clients</li> <li>▪ Assist client ICT Desktop Service Departments with imaging of products for their sites.</li> </ul>

Product Management	<ul style="list-style-type: none"> <li>▪ You will support the service and installation of Technology devices within the HPA portfolio with particular emphasis on the Wamee, DT Research, GCX and HumanScale and Zebra ranges in Victoria</li> </ul>
Logistics and Warehouse	<ul style="list-style-type: none"> <li>▪ Working with the full Victorian/HPA team to manage the arrangements of devices being freighted to and from Victoria</li> <li>▪ Assisting the warehouse and assembly team with the building and installation of equipment, both IT and IT mounting solutions (i.e. mobile and fixed).</li> </ul>
Administration	<ul style="list-style-type: none"> <li>▪ Complete all administrative tasks as required under HPA's QMS</li> <li>▪ Assist in the development of strategies that will allow the company to continue to be successful in the Healthcare and Aged Care market throughout Australia</li> <li>▪ Develop and maintain accurate records</li> </ul>

**Key Competencies:**

- In-depth knowledge and hands-on experience in IT Devices
- Experience in Healthcare facilities
- Outstanding relationship building and communication skills
- High levels of motivation, energy and a drive to achieve results
- Productive in self-directed environment
- Strong work ethic and willingness to travel
- Ability to delegate and manage responsibilities and tasks within a small team
- Competent working with hand tools

**Additional Information and Requirements:**

- This position is based primarily in Melbourne, Victoria. Some travel may be required to various locations throughout VIC and Australia
- Any offer of employment will be subject to a satisfactory National Police Records Check and (if required) Working with Children Check