

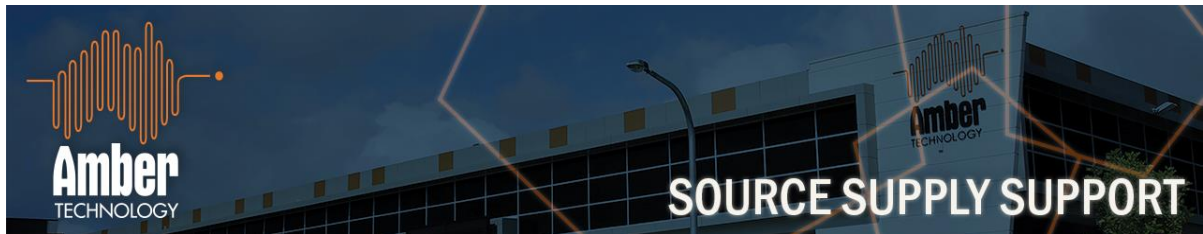
## **Position Description: Technical Sales and Support Specialist (KNX & Building Automation) Integrated Solutions**

### **Organisational Context**

- The Technical Sales and Support Specialist (Building Automation) is a member of the Sydney HQ Technical Sales Support Team. The Technical Sales and Support team is responsible to provide pre- and post-sales support to the Commercial AV team and customers in Australia and New Zealand.
- The position reports directly to the Team Leader, Technical Sales and Support, Integrated Solutions
- The main objectives of the role are to ensure a high level of post-sales (and pre-sales) support for Integrated Solutions customers (dealers/integrators), end users and Account Managers. Support is provided by phone, email and face to face as appropriate for KNX and Building Automation customers.
- The primary focus (approx 70-80%) of this role is post-sales support, but this role also participates in pre-sales activity and training to deliver the Team's objectives. This will include assistance on commissioning of projects.

### **Key Results Areas and Responsibilities**

- Post-sales technical support covering aspects of configuration, installation and triage of faults (or suspected faults). Support to be provided primarily to dealers (integrators/installers), but also to end users when necessary
- Provide feedback to Brand Managers as to any common/ issues, faults, suggestions for product, documentation and/or process improvements
- Provide support to Integrated Solutions Service Department regarding product configuration, operation or any other matters necessary to understand products and complete repairs. Liaise effectively with the Service Coordinators to ensure faulty products enter the service track where required / appropriate
- Support (back-up) the pre-sales-focused team members in times of absence, holidays, business travel or busy-ness
- Work to develop tools (application notes, videos, etc.) that allow customers to 'self-support' on common issues, and to provide installation support for common questions



- As opportunities arise, participate in planning, development and delivery of technical training for staff and customers.

## **Key Selection Criteria**

1. Demonstrated experience in a similar role of 5 years or more
2. High level of proven customer service skills
3. High level of problem solving and analytical skills
4. Computer and administration literate (Microsoft Office – Intermediate/Advanced level)
5. Able to self manage as well as work within a team environment, must be a self-starter
6. Excellent communication skills, both written and oral
7. Thorough knowledge of system integration desirable (eg. IR Systems, LAN Systems etc.)
8. Must be KNX Certified
9. An electrical license would be preferred

## **Other Job Related Information**

- Overtime and or weekend work may be required to meet reporting or project deadlines
- General office hours are 8.45am – 5.00pm (Monday to Friday); this is primarily an office-based role – any work-from-home to be discussed and agreed with the General Manager, and certainly not more than two days per week out of the office
- Needs to fit into the team environment and company culture
- Must be reliable and able to demonstrate flexibility to take on new challenges