

# Hemisphere GNSS Job Description

<b>Job Title:</b>	Technical Support Coordinator
<b>Location:</b>	Brisbane, QLD, AU
<b>Department:</b>	Sales - AU
<b>Reports To:</b>	Sr. Manager- Business Development - APAC
<b>Prepared Date:</b>	August 31, 2021

## Summary

Provide product support via telephone and/or internet (e.g. instant message, email) to customers and dealers. Handle inquiries and resolve simple and basic support issues, such as address changes, processing orders, warranty or billing/payment. Provide assistance in the warehouse with shipping and receiving functions. Perform administrative duties as needed.

## Essential Duties and Responsibilities

### Technical Support (Outback)

Outback provides support to its dealer network and customer base via a variety of mediums including direct phone calls from dealers, customer calls to a 1-800 number, and technical support requests logged via the support section of the website. The management of these support requests is the primary role of this position:

- Perform direct customer, dealer and service center technical and customer support via telephone, email and/or other communication method.
- Assist with customer orders or changes of address and assist customers with billing issues or questions in a timely manner. This includes shipping of orders as outlined below.
- Serve as a primary contact for inbound customer issues, resolving service and product issues.
- Provide Tier II level product support for dealers and Tier 1 level product support as required from the 1800 number and internet technical support request area. Escalate more technical product-related issues to the proper Product Support Department.
- Track and document inbound support requests and ensure proper notation of customer problems or issues.
- Verify and update customer information insuring accurate entry of contact information.
- Resolve basic technical and billing issues within a defined process.
- Document results of customer contact.
- Track and process incoming and outgoing warranty and non-warranty products.
- Provide and document suggestions for continued improvements to internal systems and products to ensure product quality and best business practices.
- Prepare training materials and develop training structure as requested by Sales, Marketing, and new employee training. Present training material upon request.
- Assist with Sales and Marketing tradeshow and farm show events upon request. Less than 10% travel.
- Very infrequent assistance with field demonstrations or product installations with our dealers.
- Participate in other sales team functions within the company as requested manager.
- Maintain current understanding of the company's products and the customers' experience with those products.
- Other related duties as assigned by manager.

**Warehouse Support (20%)****Shipping Tasks (Outback) (10%)**

- As an initial part of the Outback support role the successful candidate will complete shipping of Outback systems to dealers. The aim is twofold:
  - o To accelerate product knowledge by the regular handling of the goods to be shipped.
  - o To understand the shipping process to be able to fill in during time of absence of the shipping responsible.
- This is an infrequent task performed as required. The shipping documentation will be generated by the Operations Manager and given to the Technical Support Coordinator to complete.

**Stock Pre-Check Tasks (Hemisphere GNSS) (10%)**

- As an initial part of the Outback support role, the successful candidate will be trained on the pre-checking of inbound machine control kits that have been placed in quarantine by the Operations Manager.
  - o Check off items within the kit against a “Bill of Materials” (BoM) to ensure completeness. Correct BoM supplied by Operations Manager.
  - o Update firmware on display to ensure latest versions and updates have been correctly loaded and the system boots correctly
  - o Update GNSS receiver firmware to ensure latest version.
  - o Connect all components to ensure operational integrity
  - o Load each sensor correctly into display confirming that they are operational and discovered by the display firmware and are correctly allocated to their positions in the sensor array.
  - o “Green Dot” label each successfully checked component.
  - o Note serial numbers of all serialised components. Provide checklist to Operations Manager and attach “Green Dotted” checklist to the Kit.
  - o Load completed checked Kit to its allocated location in the warehouse.

**Supervisory Responsibilities**

This position does not supervise direct reports.

**Competencies****Qualifications****Education and/or Experience**

- Minimum High School Diploma required; trade school education, or associate’s degree preferred
- Minimum one year experience in a product support or troubleshooting capacity preferred

**Problem Solving**

The individual selects from among clear and simple choices based upon previously defined procedures and practices. Established routines and standing instructions vary sufficiently so as to represent somewhat diversified procedures and precedents. While the tasks to be undertaken are proceduralized or have specific precedents established, latitude is permitted because of changing conditions to consider the most appropriate procedure or precedent to follow. However, situations can generally be resolved by making discriminating choices among learned things.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of:

- Proficient skill level in Microsoft Office Suite – Word, Outlook, PowerPoint and Excel.
- Ability to learn ERP system utilized by Company.
- Internet search processes and research abilities.

**Certificates, Licenses, Registrations**

- Valid driver's license

**Other Skills and Abilities****Language Skills**

Average verbal and written communication skills. Ability to read and comprehend instructions, correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the company.

**Other Qualifications**

- GPS experience or product knowledge highly desirable
- Basic electronics knowledge
- Planning, time management, communication, decision-making and organizational skills.
- Agriculture experience preferred

**Working Conditions****Physical Demands**

Required to stand or sit in one location much of the time in a comfortable indoor location. Must be able to lift up to 30 kg occasionally.

**Environmental Conditions**

Work is primarily in a climate-controlled office environment.

**Sensory Demands**

There is a moderate need for sensory attention. There are some events or factors in the environment which require concentrated use of two or more senses periodically, but the demand is not excessive.

**The preceding functions may not be comprehensive in scope regarding work performed by an employee assigned to this position classification. Management reserves the right to add, modify, change or rescind the work assignments of this position. Management also reserves the right to make reasonable accommodations so that a qualified employee(s) can perform the essential functions of the position.**

*I have read and understand the job description. I understand that nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

**Print Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_