

Phoenix Contact
SERVICE TECHNICIAN

PXC PD 2.17

POSITION SPECIFICATIONS

Position Reports To	National Marketing Manager
Direct/Indirect Reports	Nil
Financial and/or Other Delegation/s	As per company policy
Version	January 2025

SCOPE OF THE ROLE

The Phoenix Contact Service Technician is responsible for troubleshooting, replacing malfunction equipment components, upgrading technology and software systems, operating machines, diagnosing defects and conducting system installations.

KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

CORE ACCOUNTABILITIES:

- Performing Testing, Calibration and Quality Assurance QA checks on printers and automatic machines.
- Fault Finding electrical & electronic circuits, controllers.
- Modifying/Repairing electronic products, including circuit boards
- Managing workshop, Goods Returns, Warranty claims, Databases
- Assisting production in assembly of normal production requirements and customised builds

COMMUNICATION:

- Actively participate in formal and informal communication to further the aims of the individual, the team and the company.
- Seek out information required to perform tasks effectively and efficiently and to better understand your job, the business and the environment in which we operate.
- Communicate with all other employees with respect and integrity.
- Attend regular team meetings/information sessions.
- Commit to listen and understand others, act on ideas and suggestions, share relevant and accurate information and provide timely feedback when required.

WORK HEALTH AND SAFETY:

Contribute to the provision of a safe working environment by:

- taking care to protect personal health and safety at work
- not adversely affecting the health and safety of other employees
- identifying and rectifying where possible, hazards in the workplace
- complying with all reasonable instruction and safety using equipment provided
- reporting any incidents or near misses which may occur
- complying with all company policies and procedures.

QUALITY / CONTINUOUS IMPROVEMENT:

- Actively support the requirements of company Quality systems by maintaining Company documentation and procedures.
- Continually review work practice and recommend ways in which practice, systems and/or processes can be improved.
- Participate in activities that address improving performance and actively promote improvement.
- Improve both internal and external customer focus.

PRIVACY RESPONSIBILITIES:

- Any personal or sensitive information collected in the course of performing your duties is to be used only for the purpose for which it was collected.

ENVIRONMENTAL SUSTAINABILITY AND MANAGEMENT

- Comply with relevant Australian Government environmental legislation, regulations and policies and other leading practice requirements to;
- Consider sustainability issues in the planning and management of Phoenix Contact Ltd activities;
- Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy water and natural resources; through both technical and staff-based initiatives

- If applicable to your position or area of responsibility, set, meet and periodically review environmental objectives and targets;
- Adhere to the principles of the *Environmental Policy*
- If required, communicate the *Environmental Policy* and Environmental Management System to staff, contractors, suppliers, consultants and volunteers;
- If required, provide environmental awareness and training to ensure staff throughout Phoenix Contact are aware of their environmental roles and responsibilities;
- Play a role in striving for continual improvement of environmental performance through the monitoring of our achievements on a regular basis and reporting to relevant stakeholders.

PHOENIX CONTACT CODE OF CONDUCT

- Adhere to the principles outlined in the Phoenix Contact Group Code of Conduct.
- Consider the code of conduct in the planning and management of Phoenix Contact Ltd activities by:
 - Making decisions and conducting activities within established guidelines.
 - Demonstrate respect, fairness, and integrity as the foundation of all your daily interactions.
 - Adhering to occupational health and safety requirements as per relevant Australian Government legislation.
 - Safeguarding the personal data entrusted to you by others.
 - Respecting and maintaining the integrity of fair competition.
 - Avoiding any conflicts of interest between private and business interests.
 - Exercising diligence when handling relevant information, expertise, and intellectual property belonging to Phoenix Contact and third parties, while implementing appropriate protective measures.
- If required, communicate the *Phoenix Contact Group Code of Conduct* to staff, contractors, suppliers, consultants, and volunteers.

SUMMARY OF KNOWLEDGE, SKILLS AND COMPETENCIES REQUIRED

KNOWLEDGE, QUALIFICATIONS AND/OR EXPERIENCE:

- A qualification in electronics or electronic engineering
- Some experience in electronic/electrical fault finding
- Exceptional interpersonal skills
- Proficiency in MSWord, Excel, e-mail and CRM type databases
- Hold a valid and full driving license
- Be an Australian resident

SKILLS AND COMPETENCE:

- Driven to achieve results
- Focused on the achievement of team goals
- Teamwork and co-operation
- Attention to detail, Computer literate
- Initiative and work application, Professional approach
- Creative approach to problems and can 'think outside the square'

EMPLOYEE ACKNOWLEDGEMENT:

Incumbents Name	
Signature	
Manager's Name	
Signature	