IoT Field Technician

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| Responsible to: | Team Leader – IoT Field Installations |
| Direct Reports: | Nil |
| Indirect Reports: | Nil |
| Financial & Budgetary Delegations: | Nil |
| Location: | Various |
| Date last updated: | 09/11/21 |

# Background

# Arthur D. Riley & Co Ltd is involved in the import, export and sale of metering and high voltage equipment. The ADR Group of Company’s provides meter reading services, leak detection services, meter standards testing. The Company is involved in hardware and software design for high voltage equipment, hand-held computers for parking and metering utility services, data collection, monitoring and management.

# Purpose of Position

* The purpose of this position is to carry out your assigned tasks in timely, co-operative, and efficient manner, with a high degree of accuracy and attention to detail.
* To ensure that IoT related hardware & software products are installed, maintained & serviced to very high standard to meet (& exceed) the expectations of our customers.

# Key Tasks & Outcomes

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| **Position Specific** | * Where appropriate, plan architecture and topology for intended installations. If necessary, carry out physical site surveys or access appropriate online tools to ensure technology suitability. * Ensure that the technology selected is fit-for-service to fully meet our customer expectations. * Provide in-field installation services for the full range of ADR IoT related technologies – typically, in the urban & rural water metering & monitoring sectors. Provide IoT device programming, installation and testing services. * Provide both software and hardware support/troubleshooting for installations both on-site and via telephone as required. * Be able to provide electrical fitting, wiring, and testing assistance, if required and an appropriate qualification is held. * Offer technical assistance as required. |
| **Organisation Contribution** | * Contribute to and follow health, safety and environment policies and procedures, including accurate reporting. * Contribute to and follow Arthur D. Riley & Co strategic plans, policies, projects, initiatives and strategies. * Participate in performance development and assessment processes. * Ensure proper care and use of plant, vehicles and equipment. * Any other duties the Company may reasonably require you to perform following consultation in good faith. |
| **Health, Safety, Environment and Quality**  *Actively contributes towards a culture of health, safety, environment and quality.* | * Become familiar with, and comply with all health, safety, environment and quality policies and procedures. * Ensure that all policies and procedures are complied with. * Ensure that legislative requirements in respect of health, safety, environment and quality are complied with. * Actively participate in identifying, assessing and communicating risks and opportunities for Arthur D. Riley & Co. Ltd operations. * Positively contribute to the Company’s health, safety, environment and quality culture through active support and adherence to internal policies and procedures. * Report all incidents and near misses and assist with incident investigation as required. * Know what to do in the event of an emergency. * Work safely and take responsibility for keeping self and colleagues free from harm. * Attend staff health and safety training, as required. |
| **Other duties** | Any other duties that are required from time to time by the Team Leader or BU Manager. |

# Qualifications, Experience & Knowledge

* Trade/Tertiary qualification in Electrical, Engineering or Computer Sciences or equivalent industry experience.
* Computer knowledge to support competency with field engineering & support of products.
* Knowledge of metering, data logging and instrumentation is an advantage.
* Experience with hardware and software interfacing protocols.
* Experience with networking hardware, topologies and protocols.
* Familiarity with RF and cellular (including NB-IoT/CAT-M1) communications technologies.
* Ability to work independently.
* Ability to travel in New Zealand and overseas.
* Able to pass a criminal and credit check.
* Have a “clean” driver’s licence.

# Skills & Competencies

These personal abilities and characteristics are required to be consistently be displayed in order to be effective in the role, they describe the behaviours needed in the job:

* Deals effectively with customers by displaying a professional, courteous, and empathetic approach.
* Continuously looks for better ways to meet or exceed customer expectations and anticipates issues the customers will face in the future.
* Seeks feedback on the quality of service to customers and takes action to improve services by liaises with other areas of the Company to ensure a seamless customer service.
* Builds and maintains appropriate productive working relationships with clients and staff.
* Maintains an effective and extensive network of technical and professional contacts to keep abreast of latest ideas.
* Follows established organisational policies and procedures.
* Demonstrates good problem solving skills.
* Demonstrates good time management and prioritising skills.
* Demonstrates good listening and communication skills.
* Takes accountability for work done.
* Maintains a tidy and safe working environment.
* Demonstrates a good focus on health and safety.

Agreement

I have been given the opportunity to read, understand and discuss the position with my manager and I accept the position as outlined in this position description.

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| Employee | Name | Sign | Date |
| Manager | Name | Sign | Date |

Note:

From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes will be done through consultation between the manager and the employee.