



Position Description

Title: Senior Communications Technician	Reports to: Service Manager
Award: Manufacturing & Assoc Ind Award	Responsible for: Nil
Date Revised: May 2018	
Purpose: To prewire, install, program and maintain data/telephone networking, TV, AV and CCTV cabling and all associated equipment and systems in a professional and safe manner.	
<p><i>Notes: This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative. The success of the role will be based and reviewed on successful demonstration of these attributes.</i></p> <p>All tasks are to be completed in accordance with the iAssist policies, procedures, values and culture.</p>	
Role: Project Management	
Task	Expected outcomes, measurements and control
Preparation	<ul style="list-style-type: none"> All parts and tools required to complete each scheduled job are ready and available prior to going onsite.
Troubleshooting	<ul style="list-style-type: none"> Resolution of problems with minimal reworks through applying safe, logical, methodical, analytical approaches to isolate and resolve
Installation	<ul style="list-style-type: none"> Install, move, data/telephone networking, TV, AV and CCTV cabling and all associated equipment and systems according to scope of works and client needs in a timely, efficient and professional manner. Clear instructions and training is provided to the client on new systems and equipment including maintenance where required. Adherence to legal licensing agreements and manufacturers recommended use policies Liaise with the client onsite where necessary in a professional and friendly manner All items with serial numbers and/or passwords must be asseted in the SAM database according to procedure
Project Management	<ul style="list-style-type: none"> Maintain contact with problem situations and assist until satisfactory resolution is achieved Accurate identification of all outside scope of works and follow procedures to obtain written variations Liaise with other iAssist Departments and/or subcontractors in a professional manner on and offsite for the best result for both the client and iAssist Ensure that the Service Manager is always kept informed of job overruns, outside scopes and timeframes on every job.



Documentation	<ul style="list-style-type: none"> • All documentation is recorded in our internal database. • Accurate and timely recording of notes in jobs ensuring that all communications with clients, tasks completed and any relevant notes are recorded • Summarising of problem resolution and follow-up required • Accurate recording of all variations in the job. • Accurate documentation in the job regarding parts used on each job including item code and price
Stock Control	<ul style="list-style-type: none"> • Vehicle and stock room is kept in a tidy manner at all times • Tools/stock are promptly reported when required to be ordered, acquired or repaired.
Teamwork	<ul style="list-style-type: none"> • Effective & prompt communication with Service Manager on completion of tasks • Effective positive communication with all team members of the Service Department and iAssist staff as a whole • Tasks completed as requested and/or scheduled in a timely manner • Trainees and/or Juniors feel encouraged and confident through active participation in ongoing training and mentoring.
Client Interaction	<ul style="list-style-type: none"> • All interaction with clients is professional and handled with respect and utmost confidentiality & integrity for both the client and iAssist • All communication with the client is easily understood by the client • Communication of final status to local management prior to leaving the site

<i>What we are looking for: Qualifications</i>	
Mandatory	<ul style="list-style-type: none"> • Manual drivers licence must be valid for the entire duration of employment at iAssist • Current ACMA or ACA Open Cabling Licence with Coaxial and Structured Cabling Endorsements • Security Installers Licence or be able to pass the criteria to obtain • Current Blue or White card for Construction • Working Safely at Heights Certificate
Highly Desirable	<ul style="list-style-type: none"> • First Aid Certificate • Cisco Networking Certification



<i>What we are looking for: Skills and Attributes</i>	
In addition to our internal Culture and Values you will have:	<ul style="list-style-type: none">• Minimum 3 yrs experience in the Cabling Industry• Must be able to pass a Criminal History check• Experience with TV antenna installation and the use of associated tools and equipment.• Good carpentry skills• Understanding of OH&S requirements• Highly motivated• Sound time management skills• Ability to work unsupervised• Ability to think laterally• Sound problem solving skills• Sound Computer skills

Our Vision

iAssist: Real Solutions – Local People – Respected Australia wide

Our Mission

iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.



<i>iAssist Internal Culture</i>	
<i>Confidentiality</i>	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
<i>Accountability</i>	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
<i>Productivity</i>	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
<i>Teamwork</i>	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
<i>Fun</i>	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
<i>Reward and Recognition</i>	We each acknowledge other team members and the contribution they make to the organisation.
<i>iAssist Core Values</i>	
<i>Trust</i>	Building relationships through confidence in our integrity, reliability and character.
<i>Integrity</i>	We uphold mutually beneficial moral and ethical values.
<i>Care</i>	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems and our solutions are your solutions.
<i>Knowledge</i>	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
<i>Innovation</i>	We partner with industry leaders to understand new technologies and methods in order to provide solutions that meet the unique needs of our clientele.
<i>Commitment</i>	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: _____

Signature: _____ Date: _____