To be the leading global company in the design, delivery and management of critical communication solutions for safe and resilient communities.

Position Title: Radio & Base Station Repair Technician

Functional Group: TAM - Operations

Reports to: Vice President of Operations

Completed by: AG/NP/JA Date: June 2020

Scope of Role

As a Radio and Base Station Repair Technician, this role will ensure that top quality, professional technical support will be provided to all customers who utilize Tait radio products and solutions. The Radio & Base Station Repair Technician will handle the product build and bench repair tasks and support the sales team in setting up requested products for demonstrations and trade shows.

It is expected that the Radio & base Station Repair Technician will be proactive in developing the skills and knowledge necessary to provide top quality customer support. This will be supported by Tait in the form of specialist back-up support from New Zealand and technical training on Tait radio, base station and wireless products, systems and various OEM products. This position will be based in Houston and entails little travel.

Functional Outcomes

Main Work Areas
- In-house bench repair of Tait radio, base station and wireless products
- Planning, configuration and installation of Tait radio, base station and wireless network equipment
- Staging and Commissioning of Tait radio, base station and wireless network equipment
- System Support - problem diagnosis and network restoration

Main Tasks
- Repair circuitry or complete units according to engineering instructions, technical manuals, and knowledge of electronic systems and components.
- Recommend repair requirements in circuitry or installation.
- Sets up standard test apparatus or devises test equipment and circuitry to conduct functional, operational and life tests to evaluate performance and reliability of production models.
- Analyzes and interprets data using schematics and other technical data.
- Operate drills, or other small tools to repair/fabricate parts.
- May check functioning of newly installed equipment in products to evaluate system performance under actual operating conditions.
- Coordinate with technical personnel from other departments to achieve product improvements.
- Log all new issues onto the Tait issue database as necessary
- Assist with problem diagnosis and resolution in accordance with the Support Contract terms
- Manage equipment and spares in accordance with contract schedules
- Distribute product software releases as necessary
- Distribute technical notes, product hold notices and quality alerts in accordance with the company’s communications policy
• Coordinate with support staff and development engineers at Tait Electronics in NZ to get fixes for customer problems
• Perform other tasks as directed.

**Key Results**

• All repairs are performed in a timely manner and to acceptable re-service levels.
• Customer is satisfied with assistance given to all Support enquiries
• Customer is satisfied with system problem resolutions
• Pro-actively manage any Customer Support Issues
• Equipment is installed & commissioned on time and to a satisfactory quality level
• Support Agreement obligations are met

**General**

Will be expected to continue to acquire skills and knowledge through both training and experience in some of the following areas:

• Computer literate (including Microsoft Office and SAP)
• Ability to set up and analyze circuits utilizing oscilloscopes and multimeters.
• Strong soldering/de-soldering skills including surface mount technology.
• Verifiable knowledge and experience in applying the principles and theories of electronics, electrical circuitry, engineering mathematics and electronic/electrical testing.
• Detail oriented individual with strong analytical problem solving skills.
• Solid verbal and written communication skills.
• Customer Service skills – responsiveness, accuracy, reliability, empathy, assurance
• Existing and proposed markets for Tait products
• Tait products
• Emerging Communications and Network Technologies
• Company organisation, structure and engineering interfaces
• Tait Quality system
• Problem solving
• Judgement

**Team Member Responsibilities**

In consultation with your Manager / Team Leader:

• Establish the most appropriate work and project related goals for you personally.
• Ensure that these goals can be directly related to the team plan and our own development needs.
• Break these goals down into specific, measurable and achievable objectives for yourself.
• Demonstrate habit of making plans, taking action and learning from those plans and actions.
• Work with your Manager to annually produce your Personal Development Plan and review this regularly throughout the year.

**Occupational Safety and Health**

All staff have an obligation to follow Tait policy and procedures.

You are required to:

• Ensure you know evacuation procedures and the whereabouts of fire exits and fire extinguishers.
• Know who is your first- aider and fire- warden in your area.
• Use Company supplied protective equipment/clothing where necessary.
• Immediately report circumstances you consider may present a hazard to yourself or others.
• Report any accident whether minor/major.
Person Specification

Relevant Competencies

Quality Focused
Tests solutions developed against what the client wanted; replicates client’s problems; proofs material before sending; checks accurate recording of information in reports and computer system; makes proactive suggestions for the improvement of systems and outputs of the team.

Investigates Solutions
Looks for underlying causes and future implications for Tait and the client; considers technical aspects of radio as well as how the client is using it; looks for trends in data and works with others to develops solutions to underlying causes; uses facts to make decisions; interrogates data bases for known problems and causes; suggests a range of solutions; investigates issues to determine causes.

Keeps Informed
Keeps relevant people informed of progress, issues, or changing requirements that impact on them; provides clear information and communications; confirms verbal discussions or understandings in writing; feeds back market information to internal clients within Tait.

Communication
Thinks about the audience and what information they need; conveys a clear message through the accurate use of grammar and spelling; maintains accurate records of issues and progress; uses templates and other resources; methodically lays out all the steps and information required.

Organized
Sets priorities through thinking about the implications of issues for customers and Tait’s business; escalates urgency where appropriate; anticipates needs and prepares before they need to respond to issues; uses issue tracking systems to get action; monitors and follows up to maintain progress and identifies further opportunities; takes responsibility for getting things done.

Knowledge/Skills
- Product/component level technical knowledge and skill with repair tools and equipment is required.
- Excellent customer service skills
- Excellent component level troubleshooting skills
- Technical problem solving skills with mobile communications technology
- Installation skills for mobile communications network equipment
- Commissioning skills for mobile communications network equipment
- Familiarity with Microsoft Office applications
- Detailed knowledge of mobile telecommunications networks and systems
- Detailed knowledge of RF technologies and practices
- Detailed knowledge of Windows operations systems
- Detailed knowledge of network standards, protocols and hardware
- Detailed knowledge of TCP/IP

Qualifications and Experience
- A minimum of an Associate’s Degree of Science in Electronic Technology or equivalent military or industrial training
- At least 5 years in a Mobile communications technical role
- At least 3 years in a support role
- At least 3 years' experience with Land Mobile Radio equipment, trunking systems and simulcast systems
- Minimum 2 year's experience in Electronic/electrical repair
- High school diploma or equivalent required

Confidentiality of Information
During and after your period of employment you have an obligation to not disclose Tait technological or business information to any persons or organisations if it is not directly relevant to the tasks you are performing for Tait. If you are ever in doubt about any confidentiality issue, first get permission from your manager before you act.

You are also obliged to not use or allow the use of Tait proprietary information in original or adapted form for work in a field that competes with or prejudices the interests of Tait.

Tait retains the rights to the intellectual property that you develop.

Non-Limitation Clause
This job description is not intended to be a complete or limiting description of the functions that the employee may reasonably be requested to undertake.

I have read and understood the contents of this job description.

Signed (employee) ................................ (print name) .................................. Date ................................

Signed (employer) ................................ (print name) .................................. Date ................................