



Schedule A

Position Title: Technical Applications and Support Engineer

Location: Lower Hutt, New Zealand. Role involves national customer responsibilities.

Role Overview: Provides electronic measurement instrumentation specialist technical support including application assistance, solution recommendation, and customer support to external clients and internal colleagues.

Reports to: Managing Director

Qualifications & Experience

More than one of the following:

- Proven communications and presentation skills, a strong business work ethic and positive attitude,
- Familiarity with one or more of the electronics manufacturing, communications, defence, government research or education industries,
- A successful technical background within the professional electronics industry,
- Familiarity with measurement Instrumentation applications, specifications and usage,
- One of more tertiary qualifications in relevant areas of electronics, business or marketing.

General Skills & Requirements

All of the following:

- Exemplary personal character, commitment, organisational skills and work habits,
- Sound skills in English written and oral business language,
- Ability to readily develop rapport with others at all levels,
- Self motivation, Independence and time management skills,
- Undisputable professionalism, honesty and integrity,
- Stable emotional temperament & good physical health,
- Creativity, initiative and willingness to participate/support others,
- Excellent computer literacy with Microsoft Windows software applications
- Willingness to accommodate the variations in work hours required for a customer orientated business with international suppliers.

Specific Skills & Performance Measures

Performance Measures:

- Consistently meets measures of success for the role.
- Proactive feedback from others of exceeding their expectations for service.
- Complete adherence to standards of business conduct of RF Test Solutions, suppliers & customers.
- Understands the markets and applications for the company's products and services and how to identify the best fit for a given customer situation. Can grasp and explain highly technical measurements and equipment configurations/specifications.

Interpersonal & Communications Skills:

- Able to recognise situations where we have a suitable solution and be able to clearly and precisely present this to others.
- Have knowledge of the industry benchmarks and options available for given applications. Knows limits of own knowledge and where & when to seek help.
- Able to create immediate empathy with others in a non-face to face environment.
- Projects a professional image to customers giving them confidence in your abilities and willingness to share important and sensitive information.

Planning Skills:

- Able to manage many concurrent tasks and commitments providing responses which meet the expectation of others.
- Maximises time in direct communication with others. Knows the general business and key contacts of all regular clients of the company.

Technical & Business Knowledge:

- Able to build rapport with Engineers through genuine empathy and technical competence.
- Recognises potential large or complex situations and solicits assistance from others to provide critical skills as required.

Teamwork Skills:

- Considered by colleagues as a valuable contributor to overall business.
- Can be relied upon to achieve set objectives and meet commitments made.

Judgement Skills:

- Makes sound decisions quickly and confidently.
- Makes sound judgement on when and what to hand over to management.
- Competently exercises judgement in use of company resources & management. Minimizes need for supervision.

Behaviour Skills:

- Holds self accountable to the customer for own actions, is readily willing to admit mistakes and move forward.
- Sees meeting targets and objectives as non-optional.
- Positive attitude even in difficult situations.
- Actively seeks to improve the work environment, and effectiveness of the company.
- Proactively solicits feedback from customers and colleagues.
- Accepts ownership within sphere of responsibility.

Travel & Commitment Requirements:

- Normally standard working day with some flexibility. Minimal travel primarily to training and trade show/seminar events.