



## Position Description

### Position Summary

<b>Position Title:</b>	<b>Field Service Technician</b>
<b>Business Unit:</b>	Technology
<b>Reports To:</b>	Technology Manager
<b>Leadership Provided to:</b>	N/A
<b>Date Created:</b>	29 <sup>th</sup> July 2010
<b>Review Date:</b>	July 2012

#### Organisational Overview:

Adam Internet delivers premier Internet services. Privately owned and locally operated, we have kept South Australians at the forefront of Internet connectivity for over 20 years. Adam Internet has achieved year on year growth by providing the best solutions at the best price for our residential, government and business customers.

At Adam Internet we believe the benefits of the Internet should be available to all South Australians, enhancing opportunities for entertainment, education, employment and business success.

Our vision is:

To be recognised as the leading Internet Service Provider of choice in South Australia - supplying the fastest, most dependable range of Internet, Voice and Video services at the best possible price.

Our goal is to provide services to our customers built on:

- Speed
- Reliability and
- Value for Money

Adam Internet has adopted the following values that drive our behaviour as an organisation:

- Customer Service focus
- Innovative, determined approach to problem solving
- Willingness to take responsibility for own actions
- Commercial in thinking
- Team player at heart

#### Adam Internet Employment Contract

The terms and conditions governing an employee's entitlement are those prescribed by the Fair Work Act as amended. Your employment contract will document terms and conditions that are specific to your Job Role. The Adam Internet Policies and Guidelines provide additional information and guidance regarding your employment conditions at Adam Internet.



**Position Summary:** The position exists to provision, monitor, enhance and maintain Adam Internet's customer infrastructure.

This position has specific responsibility for the support of but not limited to AdamMax and DSL infrastructure environment servicing Adam Internet business clientele.

**Primary Outcomes and Accountabilities**

Key Result Areas	Critical Tasks / Performance Measures
Infrastructure Availability	<ul style="list-style-type: none"> <li>• Mean time between failures (MTBF) - increase</li> <li>• Mean time to repair (MTTR) – reduce</li> <li>• Performance against industry benchmarks</li> </ul>
System Performance	<ul style="list-style-type: none"> <li>• System response times are minimised</li> <li>• Ability of systems to maintain performance as new services are added</li> </ul>
Infrastructure Sustainability	<ul style="list-style-type: none"> <li>• Infrastructure services are able to support the growth of Adam Internet customer requirements</li> <li>• Plans are in place to maintain services sustainability</li> </ul>
Infrastructure Maintenance	<ul style="list-style-type: none"> <li>• Are maintained in a timely manner in response to vendor supplier recommendations</li> <li>• Operating systems are maintained with latest applicable release/version</li> </ul>
Secondary Support for Business Sales	<ul style="list-style-type: none"> <li>• Provide systems connectivity solutions for business clientele</li> <li>• Provide customer support for business clientele</li> <li>• Develop solutions for complex customer environments</li> </ul>

## Individual Competency Profile

Knowledge, Skills and Experience and Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>Demonstrated experience in managing complex infrastructure environments including multi-site and multi-tiered ISP customer services</li> <li>Demonstrated technical competencies in but not limited to                             <ul style="list-style-type: none"> <li>Operating systems - Microsoft.</li> <li>Networking - Cisco.</li> <li>Carrier – Ericson DSLAM equipment.</li> <li>ISP Services – ADSL, SHDSL, VDSL and WiMax.</li> <li>Hardware – Billion, Netcom and Alvarion</li> </ul> </li> <li>Ability to understand requirements in dealing with complex solutions</li> </ul>	<ul style="list-style-type: none"> <li>Technical qualifications in WiMax infrastructure</li> </ul>

Required Behaviours	
Adam Internet's Core Values	Key Behaviours
Customer Service focus	<ul style="list-style-type: none"> <li>Quickly establishes customers' needs</li> <li>Provides workable solutions</li> <li>Speaks with customers at their level of understanding</li> <li>Treats all customers respectfully</li> <li>Remains composed in difficult situations</li> <li>Keeps commitments with customers</li> </ul>
Innovative, determined approach to problem solving	<ul style="list-style-type: none"> <li>Gathers relevant information.</li> <li>Analyses information necessary to resolve problem</li> <li>Shows commitment to solving the problem</li> <li>Looks beyond the obvious and doesn't stop at the first potential solution</li> <li>Establishes requirements for follow-up actions &amp; sets time frames.</li> <li>Maintains communication with customers.</li> <li>Escalates problems to the appropriate resolution team if required</li> </ul>
Willingness to take responsibility for own actions	<ul style="list-style-type: none"> <li>Accepts responsibility for his/her own work.</li> <li>Accepts responsibility for work of his/her subordinates (if in a leadership role)</li> <li>Doesn't blame others when things go wrong.</li> <li>Confident to make decisions within his/her area of responsibility without referring to his/her boss</li> <li>Approaches tasks with energy and drive, and a desire to finish.</li> </ul>

Commercial in thinking	<ul style="list-style-type: none"> <li>• Knows how business works.</li> <li>• Knows the competition.</li> <li>• Shows financial awareness.</li> <li>• Has an understanding of the industry in which we operate.</li> <li>• Has an understanding of the company's business.</li> </ul>
Team player at heart	<ul style="list-style-type: none"> <li>• Builds proactive and collaborative working relationships with all staff</li> <li>• Encourages other staff to participate and share their knowledge and expertise</li> <li>• Effectively utilises other staff's skills and knowledge, and proactively offers own expertise to staff</li> <li>• Sees the organisation's goals as important</li> <li>• Supports other team members in their work – helps share the load</li> <li>• Shows respect for all staff, their individual circumstances and personal values</li> </ul>

Specific Job Competencies <i>In addition to Adam Internet Core Values</i>	Key Behaviours
<b>Trust</b> <i>"Team members trust each other to do the job"</i>	<ul style="list-style-type: none"> <li>• Established methodologies are followed</li> <li>• Approval documentation is completed</li> <li>• Dependencies in the system are identified and understood</li> </ul>
<b>Active Listening</b> <i>"A work environment exists where people are listened to"</i>	<ul style="list-style-type: none"> <li>• Others are given the opportunity to contribute ideas towards problem resolution</li> <li>• The knowledge and expertise of others is recognised and their opinions and inputs are valued</li> <li>• Judgment is suspended to allow the inputs of others to be fully considered</li> </ul>
<b>Knowledge Transfer</b> <i>"Adam Internet staff will continue to learn and grow"</i>	<ul style="list-style-type: none"> <li>• Staff share their knowledge with others to contribute positively to outcomes</li> <li>• Coaching and mentoring in specific knowledge and skills is provided to less experienced staff to create a culture of continuous learning.</li> </ul>
<b>Self Management</b>	<ul style="list-style-type: none"> <li>• Has a clear perspective on current priorities</li> <li>• Manages time effectively to meet deadlines</li> <li>• Maintains work life balance at practical levels</li> <li>• Manages own stress levels in an appropriate manner</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Ability to communicate effectively with people at all levels</li> <li>• Ability to effectively communicate with customers, corporates and internally</li> </ul>

Special Conditions	
	<ul style="list-style-type: none"> <li>• Flexible approach to work</li> <li>• Flexible working hours – dependent on business needs</li> <li>• Must have and maintain active driver license</li> </ul>



## Acknowledgements

<b>Name of Line Manager</b>		<b>Signature</b>	<b>Date</b>
<b>Employee Name</b>		<b>Signature</b>	<b>Date</b>