Control Systems Technician

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| Responsible to: | Sales & Development Manager |
| Direct Reports: | Nil |
| Indirect Reports: | Nil |
| Financial & Budgetary Delegations: | Nil |
| Location: |  |
| Date last updated: | 2019 |

# Background

Arthur D. Riley & Co Ltd (ADR) is involved in the import, export and sale of metering and high voltage equipment. The Company provides meter reading services, leak detection services, meter standards testing and 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 SCADA related hardware, software products and services associated with the utility and industrial market sector are appropriate, well supported and meet the engineering specifications and expectations of our customers.

# Key Tasks & Outcomes

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| **Position Specific** | * Promote the company’s portfolio of products to the Power and Water Utility providers, related Consultant Groups, Contractors and Original Equipment Manufacturers. * Provide assistance to ensure the delivery of quality Technical Application Support Services to ADR Power and Metering Group employees and clients. Be open-minded to innovation that assists sales. * Software and hardware support for installations both on-site and via telephone as required. * Respond to enquiries, discuss with client on technical requirements, advise product suitability, .liaise with Sales and Development for information/costing etc., compile product information, prepare quotation, follow up on quotations sent. * In field Integration of software and hardware as required. * SCADA HMI & RTU configuration and support. * Substation Protection Relays, Gateways & IEDs. * Process Control Systems & PLCs. * Communications protocols & technologies. * IOT device programming, installation and testing * Network infrastructure & TCP/IP. * Water/Wastewater Treatment processes * Onsite meter testing * Electrical fitting, wiring and testing * Project Management as required. * To develop new markets and maintain existing customer relationships. * Offer technical assistance as required. * To attend conferences and represent the ADR Group. |
| **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. * Undertake any other relevant duties, as requested by the Manager. |
| **Health, Safety, Environment and Quality**  *Actively contributes towards a culture of health, safety, environment and quality.* | * Becomes familiar, and comply, with all health, safety, environment and quality policies and procedures. * All policies and procedures are complied with. * All legislative requirements in respect of health, safety, environment and quality are complied with. * Actively participates 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. * To attend staff health and safety training, as required. |
| **Other duties** | Any other duties that are required from time to time by the 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 products, and modern commercial practices.
* Knowledge of Power Protection and Distribution products is an advantage.
* Knowledge of Metering, data logging and associated communications.
* SCADA integration and configuration experience.
* Experience with hardware and software interfacing protocols.
* Experience with Networking hardware and Topologies
* Ability to discuss Power and Metering products at a high technical level also provide training and assist with commissioning of Power and metering products,
* Ability to work independently,
* Ability to travel in New Zealand and Overseas
* Able to pass a criminal and credit check.
* 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.