

Position Description

POSITION	Service Technician
REMUNERATION	Negotiable based on experience and skills
LOCATION	Townsville
HOURS	Full time – 38 Hours
SUPERVISOR	Business Development Manager

Purpose

The Service Technician supports the safe, timely and professional delivery of Alliance Safety Equipment's service operations. The primary focus is the servicing, calibration, testing and repair of gas detection and related equipment, as well as the servicing and test-and-tagging of height safety equipment, supported by accurate service administration and customer communication.

The role also provides practical coverage for the Townsville branch by supporting service and hire fleet coordination, freight and local deliveries, and general operational tasks when required. It also includes a structured development pathway to build ongoing capability to support the company's long-term service and hire requirements.

Key Outcomes

- Service jobs are completed safely, accurately and within agreed timeframes.
- Service records, quotations, job notes and customer communications are current and complete.
- The lead technician is effectively supported during site work through reliable branch-based service coverage.
- Customers receive responsive technical support and professional service both in the branch and onsite.
- Height-safety inspection and servicing capability is progressively developed and maintained.
- Respiratory Fit testing, freight, deliveries and broader branch activities are supported when operationally required.
- Opportunities for proactive service, customer visits and service growth are identified and supported.

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
Business Development Manager	Customers
General Manager	Suppliers & Manufacturers
Service Team	Service Partners
All Staff	

Key Accountabilities

Technical Service Delivery	• Inspect, calibrate, service, repair and re-program gas detection and other approved service equipment in accordance with manufacturer requirements and company procedures. • Complete fault diagnosis and escalate complex technical matters appropriately. • Prepare service quotations and identify required parts, consumables and follow-up work. • Maintain service tools, test equipment, calibration records and work areas in a clean, safe and serviceable condition. • Support onsite service, equipment changeovers and customer demonstrations as required. • Comply with all customer-site inductions, permits, safe-work requirements and travel expectations.
Service administration and coordination	• Create, update and close service and hire jobs accurately within company systems. • Maintain complete job notes, service certificates, test results, equipment histories and supporting attachments. • Monitor service and hire due dates, job status, outstanding parts and customer approvals, following up proactively. • Respond to service and hire enquiries by telephone and email and keep customers informed of progress, delays and completion. • Assist with scheduling, workshop workflow, service reports, invoicing readiness and other administrative tasks supporting the Service Division. • Identify process improvements that reduce delays, rework and outstanding administration.
Branch and operation support	• Assist with receiving, checking, packing and dispatching freight when required. • Complete local deliveries and collections and support the movement of customers and hire equipment. • Provide practical coverage within the branch while other technicians are onsite, travelling or on leave (annual and personal). • Assist customers at the counter and direct technical, sales or service enquiries to the appropriate team member. • Undertake other reasonable operational duties that support customer service and efficient branch performance. • Assist with Respiratory Fit Testing support if required.
Customer and business development support	• Build positive relationships with customers and represent Alliance Safety Equipment professionally. • Identify service opportunities, upcoming inspection requirements and customer needs during branch and site interactions. • Support proactive customer visits, service reminders and follow-up activities that increase awareness of Alliance's technical capabilities. • Communicate customer feedback, leads and emerging service opportunities to the relevant team member.
Contribute to an effective team	• Contribute to a productive, flexible and supportive team environment. • Work cooperatively across service, sales, administration and logistics functions, particularly during periods of high workload or staff absence. • Follow all work health and safety obligations and report hazards, incidents and equipment issues promptly.

	• Participate in training, performance reviews, team initiatives and continuous improvement activities. • Maintain high standards of professionalism, confidentiality and ethical conduct.
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Delegated Responsibilities & Authorities

Financial and other delegations assigned by the Business Development Manager, will be exercised appropriately and within defined parameters.

Skills, Knowledge, Experience, Qualifications and/or Training

- Strong mechanical or technical aptitude with excellent attention to detail.
- Experience in equipment servicing, electronics, instrumentation, mechanical trades or a technical workshop environment is highly regarded; training may be provided to the right candidate.
- Sound administrative and computer skills, with the discipline to maintain accurate records and follow jobs through to completion.
- Well-developed organisational skills and the ability to balance workshop, administrative and branch priorities.
- Clear written and verbal communication skills and a practical, customer-focused approach.
- Ability to work independently while seeking guidance when work falls outside current competence or authority.
- Willingness to learn across gas detection, height safety, respiratory fit testing and related safety-service disciplines.
- Flexible, dependable and willing to assist with varied branch activities when operationally required.
- Commitment to safe work practices, quality outcomes and continuous improvement.

Personal Attributes

- Professional, motivated, and results-driven approach.
- Strong work ethic and accountability.
- Positive attitude with ability to build strong working relationships.
- Adaptable and proactive with a willingness to contribute across multiple areas of the business.
- Commitment to teamwork, continuous improvement, and company values.

Mandatory requirements

- Must hold a current manual driver license.
- Ability and willingness to obtain a forklift license.
- Willingness to undertake manufacturer and industry training, including height-safety inspection and respiratory fit-testing qualifications.
- Ability to travel for customer-site work and training, including occasional overnight travel.
- Ability to meet customer-site medical, fitness-for-work, drug and alcohol testing, induction and PPE requirements where applicable.
- Commitment to the values, objectives and long-term goals of Alliance Safety Equipment.
- Must have the Right to Work in Australia.

Role Development

The role is expected to develop progressively. Initial priorities will be gas-detection service support, service administration and branch coverage. As competence is demonstrated, the employee will take on greater responsibility for onsite servicing, respiratory fit testing and height-safety inspection and test-and-tag activities. Independent technical work may only be performed once the required training, authorisation and competence have been confirmed.