



POSITION DESCRIPTION

Position title:	Installation & Service Technician
Location:	90 Waterloo Road, Yarragon VIC 3823
Business:	Westfalia Warragul (the Organisation)
Reports to:	Installations and Service Manager

COMPANY BACKGROUND

Westfalia Warragul is a leader in the milk harvesting industry, specialising in installing and servicing robotic and conventional GEA milking equipment. Servicing the Gippsland region and located in Yarragon it offers a range of consumables for dairy farmers and other installations including teat wands, feed systems, and effluent equipment.

ROLE PURPOSE

This position is primarily responsible for servicing and supporting the installation of robotic and conventional milking equipment.

DUTIES AND RESPONSIBILITIES

1. Support the installation of new dairy equipment and servicing, maintenance and testing of existing equipment across multiple brands

- Milking machines – conventional & AMS (Robotic)
- Barn equipment, including stalls & bedding
- Calf Feeding systems
- CowScout Heat Detection systems
- Milk storage tanks & refrigeration systems
- Pumps & plumbing
- Effluent equipment
- Feed systems & feed storage silos
- Teat sanitizing equipment
- Dairy gates, including entry, exit & stall gates
- Dairy bail work
- Rotary milking platforms & drive systems
- New shed erection & shed modifications

2. Workshop duties

- Fabrication welding (arc, tig and mig) of mild steel & stainless steel – service and repair.
- General fault finding and problem solving – milking equipment.
- Some restricted electrical work, as per qualification. i.e. disconnect / reconnect, testing and tagging.

- Working alone on the “on-call” roster for after hours service/breakdown work and be prepared to travel or work away from home as required.

3. Customer service and administration

- Provide professional advice & support to our customer base.
- Complete job cards accurately.
- Use company job / project management software systems.
- Computer / software support for AMS systems.
- Deliver products to site.
- Accurate management and tracking of parts used on jobs.
- Participate in company activities and events as required.
- Maintain a tidy workshop.
- Assist to train apprentices and new employees.

SKILLS

1. Fabrication welding (arc, tig and mig).
2. Fault finding and problem solving.
3. Well-developed skills in communicating and customer service.
4. Strong attention to detail, organisation and administration skills.
5. Computer skills including Microsoft Outlook and AMS systems.
6. Initiative and an ability to work autonomously but also as part of a team.

QUALIFICATIONS, LICENCES & WORK EXPERIENCE

1. Minimum Certificate III in Engineering – Fabrication or Mechanical Trade.
2. Previous welding and fabrication experience.
3. Knowledge of and experience servicing milking equipment.
4. Ability to operate hand tools and equipment.
5. Electrical Certificates are preferred – Portable Appliance Testing and Tagging, Disconnect/Reconnect.
6. A rural or farming background is preferred.

The following licences are relevant to full time employees:

1. Victorian Drivers License (manual).
2. Forklift License.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct, in accordance with workplace legislation and internal policies.

1. Participate in the development of a safe and healthy workplace.
2. Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
3. Co-operate with management in its fulfilment of its legislative obligations. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
4. To report any injury, hazard or illness immediately, where practical to their supervisor.
5. Not place others at risk by any act or omission.
6. Not wilfully or recklessly interfere with safety equipment.

Further information can be found in the Occupational Health and Safety policy and related internal policies and procedures.

PHYSICAL REQUIREMENTS OF THE POSITION

This position involves the following physical requirements:

1. Ability to stand, bend, and crouch for extended periods.
2. Fabrication welding (arc, tig and mig).
3. Working from heights.
4. Working in hot and cold conditions.
5. Working in noisy conditions.
6. Dexterity using tools in tight spaces.
7. Lifting, carrying, holding, pushing or pulling heavy and/or bulky items, using practices and/or equipment to ensure safe manual handling.
8. Driving a manual vehicle and forklift.
9. Working around livestock.
10. Working alone on the "on-call" roster.