



Job Description

Title

Systems Integration and Support

Employment Status

Permanent Part Time with a View to Full Time in the Future

Reporting to

The role will see you reporting directly to the Sales and System Integration Manager, with support from the Technology Lead

Start Date

The role will begin at the earliest convenient start date

Job Requirements

Primary role will be to support the Sales and System Integration Manager in installing the c9 Software core product, training on use of that product and technical support.

The role involves an extensive travel commitment with a requirement to perform long duration travel multiple times a year. System installs require an on premises presence for 2 weeks for each install. In addition to this there is a requirement to provide additional training on site. Training can vary from a single day trip to multiple night stays. General composition of travel within a single year period can be expected to include, averaged out:

- 2 week installs (requiring a full time commitment of 80 hours) X 5 a year
- 4 weeks annual leave (prorated at 12 days in total based on 3 days per week)
- 30 weeks off site (3x10) prorated at 25 hours a week. (3 days a week)
 - Time spent on installs over and above the expected 3 days a week (25 hours) can be taken as time in lieu when not away.

On going support via phone and email of clientele including tasks like guiding clients on how to perform necessary functions in the software, diagnosing a multitude of problems that can arise from user interaction and diagnosing peripheral faults etc.

There may be some requirement to assist clientele with nominal tasks like adding pictures to their website, fault finding and moving databases etc.

Skills and Qualifications

No formal qualifications are required for the role. We will actively seek someone who has extensive motorcycle industry experience, with a background using c9 Software. Good computer literacy is required, with a desire to further develop these skills. Excellent people skills and an ability to encourage people to learn and present information in an easy to absorb way are also going to be greatly advantageous to the role.

The role is mostly autonomous and a great deal of responsibility will be placed on the successful applicant to manage their own time, so self motivation and good organisational skills are also favourable.

Salary and bonuses

The annual salary for the role will be \$46,750. When an installation trip is planned, a commission of \$750 (before tax) will be payable for that trip. All travel expenses will be covered including an allowance for food and incidentals. A phone and PC will also be provided at no expense.