

Senior Technician

Gunnebo Australia
Sydney NSW
Full time

Do you want to be part of creating a safer world? Without thinking about it, you meet us in your everyday life – at home, in transit and at work. We are at the airport, where you commute, where you work, play and shop. Diverse in our offering, our customer outreach and in our mindset, Gunnebo is leading the transformation of the security business through digitalization and connectivity for the continuous development of smart entrance control and safe storage solutions.

If you are passionate about being part of an exciting transformation journey working with a global, multi-cultural and highly motivated organisation this is the opportunity for you. Gunnebo is small enough to see your ideas come true, and big enough to realize your career goals.

About The Role

You will work autonomously as part of a dynamic, multi-disciplinary team, installing and servicing equipment that is a mix of mechatronic and IT systems. The ideal candidate is prompt and reliable, has superior fault-finding skills and excellent communication. You will have a proven track record working on similar systems and are motivated to provide superior customer experience. Must be prepared to work hours required to complete jobs in regional and remote areas, if required. Tool of trade vehicle, laptop, phone will be provided.

What You Will Do

- Assemble, install, and integrate complex mechatronic equipment.
- Servicing equipment on both a reactive and scheduled basis.
- Work to deadlines to meet delivery dates for both internal and external customers.
- The flexibility to travel in the field, often by road is required. Infrequent interstate travel will be required.

Gunnebo Australia Pty Ltd

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- Interact with other departments to resolve problems and provide continuous improvement to meet operational deadlines.
- Complete required documentation to support operational needs.
- Fault finding various systems which include Electronics, Windows-based PCs, and IP networked devices.
- Operation of proprietary software to fault finding and setup complex electromechanical systems.
- Fault find and repair mechatronic equipment mainly in the Entrance Control field.
- Providing a high level of service and customer support servicing critical equipment in highly sensitive environments such as embassies, critical infrastructure, government departments, stadiums, airports, and retail.
- Assist in quality control processes to meet customer expectations.
- Respond to management inquiries and issues in a timely manner, owning issues through to resolution.
- Ensure safety practices are followed to create a healthy and positive working environment.
- Identify requirements for service and provide suggestions for continued improvement.
- Work closely with local and global teams in Service, Sales, Project, and Management.
- Manage inventory and tools effectively.

Who we are looking for.

- Strong technical and analytic skills.
- Advanced Fault finding and diagnostic skills.
- Previous experience in turnstile and revolving door servicing essential.
- Experienced in Cyclone PRO system programming.
- Electronic and embedded systems fault-finding experience.
- Mechatronic experience in the high security environments.
- IT systems fault finding experience mainly in a multi system environment.
- Excellent communication and organizational skills.
- Ability to travel to regional and remote sites, often by road to customer sites.
- Innovative mindset and continually looking for opportunities to improve the existing process.

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- Proven ability to generate results and accountability to business needs. A sense of urgency and self-motivation are essential.
- Ability to work collaboratively in a team and maintain a professional relationship.
- Self-motivated with the ability to adapt to changing and competing demands.
- Strong attention to detail and time management skills.
- Ability to work creatively and analytically in a problem-solving environment.

Required Experience and Licenses

- Driver's License
- Citizen/Permanent Resident.
- >10 years of experience in a similar mechatronics role.
- Minimum 5 years' experience in Hydraulic and Pneumatics equipment
- Undergraduate degree
- Diploma or higher in Electronics and Computer Technology
- Diploma or higher in Operations or logistics
- Police Clearance

Why join us.

Are you passionate about sustainability, innovation, safety, and collaboration? Our employees have ideas on how to build a safer and more sustainable tomorrow and the drive and passion to realize them. Our attention to societal trends, and our ability to translate these into business opportunities, alongside our dedication to customers, sustainability and digitalization have earned us a place among the leading companies in our industry.

We believe that building long-term relationships and integrity are keys to success. Performance driven by a forward-thinking attitude, passionate teamwork, and the strong will to continuously learn. If that describes you, we will gladly make way for your ambitions. From day one we support you with your personal growth, through challenging positions and comprehensive learning and development opportunities, in a dynamic, international, and diverse and pro-active working environment. Gunnebo is small enough to see your ideas come true, and big enough to realize your career goals.

At Gunnebo, we have a bigger mission, we are working For a Safer World.

About Gunnebo Group

The Gunnebo Group is a global leader in security offering innovative products and services to protect and control the flow of people, and to safely secure valuables. Through our businesses Gunnebo Entrance Control and Gunnebo Safe Storage we offer solutions to customers in retail, public transport, public and commercial buildings, industrial and high-risk sites, and banking. We operate worldwide through our 3,400 employees, 25 country locations and 10 production facilities to serve customers in over 100 markets. Together we create a safer world.

Gunnebo Entrance Control specializes in access control solutions enabling customers increased efficiency, safety, and end-user experience. Our wide range of products are designed to create a safe environment without restricting freedom of movement, whether it is to enter the lobby of a company, a store, an entertainment area, an industrial area, and public transport. We shape the future of people flow management.

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