

Position Title:	Field Service Technician
Reports To:	NZAGRC Infrastructure Leader
Direct Reports:	Nil
Group:	NZAGRC
Key Relationships:	NZAGRC Team Leaders, AgResearch Site Manager and Engineering Team, external providers of equipment and services.
Location:	Grasslands

WHO WE ARE

The New Zealand Agricultural Green House Gas Centre (NZAGRC) plays a critical role in New Zealand's efforts to reduce emissions through shaping, funding and managing a research and development portfolio, building capability and infrastructure, and partnering with others nationally and internationally to deliver on our ambition and outcomes.

Reducing agricultural emissions is a critical contribution towards mitigating the impacts of climate change, meeting national and international emissions targets, and ensuring our primary industries thrive and continue to play their vital role in the New Zealand economy. The NZAGRC aims to discover, develop, and make available practical and cost-effective technologies and practices for New Zealand farmers and growers to reduce agricultural greenhouse gas emissions.

NZAGRC are a core component of the Centre for Climate Action on Agricultural Emissions and a key part of the Government's approach to reducing agricultural emissions. In delivering to our vision and objectives we work with research organisations, government, Māori, the agri-industry, and farmers.

NZAGRC employees are employed by AgResearch, a Crown Research Institute that is dedicated to making a difference to the future of New Zealand by delivering world-leading research and through complex problem solving across diverse agricultural areas.

We operate independently within our host AgResearch, and work with a wide range of research and development providers to mitigate agricultural greenhouse gas emissions. Our primary location is the AgResearch Grasslands Campus in Palmerston North.

POSITION SCOPE & PURPOSE

The NZAGRC Field Service Technician is responsible for ensuring that our agricultural greenhouse gas emissions measurement equipment is maintained correctly and efficiently, and available for use by our external partners across New Zealand. The role involves liaison with the suppliers, 3rd party service providers and holders of the equipment. Maintenance and repair of equipment, either by the technician or arrangement with contractors. The role is a permanent part-time (0.6 FTE) role based in Palmerston North.



KEY ACCOUNTABILITY AREAS

FIELD SUPPORT

- Ensure that the agricultural greenhouse gas emissions measurement equipment is maintained to the required standards to ensure NZAGRC and AgResearch can effectively achieve science goals and deliver on commercial objectives.
- Undertake regular domestic travelling to locations where equipment is located for repairs and/or maintenance. Expect to travel every month.
- Ensure supporting equipment, such as trailers and generators are well maintained.
- Equipment inspection and testing before and after usage.
- Equipment packaging and preparation for transportation.
- Troubleshoot and rectify any issues with the equipment in a timely fashion.
- Review and provide input on maintenance- and service requirements for any new potential infrastructure.
- Transportation of equipment (including towing of trailers) when needed.
- Manage equipment spares inventory.
- Packaging and dispatch of spare parts to customers.

RELATIONSHIP MANAGEMENT

- Proactively build relationships with contractors to ensure that NZAGRC and AgResearch receives committed support from contractors and timely response to service calls.
- Liaise with contractors on matters of services, maintenance and/or improvements.

INFORMATION MANAGEMENT

- Ensure that all information created or received during the course of your work is managed as per AgResearch's Information Management Policy. This includes naming, storing, classifying, and ensuring it is available to other employees as per the Policy.

HEALTH AND SAFETY

- Identify, assess, and control for potential risks relating to the operation of the equipment.
- Maintain current knowledge of AgResearch's health, safety, and wellbeing (Te Whare Tapa Whā) policies, frameworks, systems, and procedures.
- Ensures awareness of own responsibilities and the procedures to follow in relation to health and safety.



Our Future



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Leading the Way

Significance

Balance

Position Description

- Identifies and reports any hazards, near misses, incidents, and safety observations as per prescribed policy and procedures.
- Demonstrates safe workplace behaviour by taking all practicable steps to ensure own and other's safety in the workplace.
- Attends scheduled Health and Safety training and development initiatives on a regular basis.



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PERSON SPECIFICATIONS

The person best suited to this position will possess the following:

EDUCATION & QUALIFICATIONS

- Trade qualified in electronic/mechanical engineering or at least 10 years' experience in a mechanical engineering environment.

CAPABILITIES & EXPERIENCE

- An ability and willingness to work autonomously with minimal supervision and collaborate with team members when required.
- Excellent interpersonal skills.
- Experience troubleshooting electronic and/or mechanical equipment and devices.
- Flexibility and willingness to travel within New Zealand on short-notice, and on a regular basis.
- An ability to problem solve mechanical issues using engineering experience.
- Adaptable and able to learn new skills or technology on the job.
- Excellent time management skills, and able to problem solve and seek alternative solutions, at times under time pressure.
- A willingness to work outdoors.
- Hold a valid New Zealand class one driver's licence.
- Hold a current forklift licence is desirable.
- A commitment to health and safety, both personally and at an organizational level.



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COMPETENCIES

Organisational wide competencies – these are the competencies determined by the organisation as critical to every role.	
Accountability	Accepts responsibility for one’s actions regardless of outcomes.
Caring About People	Displays sensitivity towards the attitudes, feelings, or circumstances of others.
Developing People	Provides support, coaching, training, and career direction to others.
Integrity	Acts honestly in accordance with moral or ethical principles
Driving Results	Accomplishes goals, completes tasks, and achieves results.
Leveraging Diversity	Respects and values individual differences to obtain a desired effect or result.
Relationship Building	Develops collaborative relationships to facilitate current and future objectives.
Self-Development	Actively acquires new knowledge and skills to remain current with and/or grow beyond job requirements.
Role based competencies – these are the competencies required to perform this role.	
Anticipating Problems	Forecasts and detects errors, gaps, and potential flaws.
Detail Focus	Performs work with care, accuracy, and attention to detail.
Leveraging Work Skills	Applies technology and job-relevant abilities to complete work tasks.
Listening to Others	Listens and restates the ideas and opinions of others to improve mutual understanding.
Processing Information	Gathers, organises, and analyses diverse sources of information.
Quality Focus	Strives to meet quality standards and produce quality work products.
Safety Focus	Attends to precautions and proper procedures to guard against work-related accidents and injuries.
Solving Problems	Identifies solutions given available information.
Teamwork	Collaborates with others to achieve goals.



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