

Position Title: Technical Service Provider (TSP)

Position Type: Full Time Permanent

Locations: South East QLD and South Australia

About us:

DIT AgTech is a company dedicated to revolutionising the farming industry through innovative technology solutions. We are committed to tackling the world's most pressing agricultural and climate challenges by creating effective, efficient and sustainable farming practices. Our mission is to empower farmers with cutting-edge tools, knowledge, and resources to help them achieve optimal yields while minimising their environmental impact.

Position Overview:

The Technical Service Provider is critical to DIT AgTech's mission to provide advanced, IoT-enabled solutions for livestock management. This role is responsible for the installation and maintenance of DIT AgTech's uDOSE™ machines and related hardware. In addition to hands-on device support, the role involves customer training on device maintenance and remote monitoring.

Main duties and responsibilities:

- Travel to agricultural sites across a designated territory to perform the installation, configuration, and maintenance of IoT-enabled uDOSE™ machines.
- Conduct regular inspections and proactive troubleshooting on uDOSE™ devices to minimise down time and ensure high reliability.
- On occasion, manage supplement mixing and delivery alongside device installations.
- Provide hands-on training for customers in routine maintenance of uDOSE™ devices and usage of the uHUB remote monitoring dashboard to track device performance and supplement delivery data.
- Utilise the inventory management system to manage parts, workflow, and production orders.
- Identify and mitigate safety and quality risks, documenting corrective actions.
- Work with warehouse, logistics, temporary labor, and other teams to maintain smooth operations.
- Utilise the inventory management system to track parts for hardware production, manage workflows, and create production orders.
- Identify safety and quality risks, documenting corrective actions to maintain high standards of operation.
- Collaborate with warehouse, logistics, temporary labor, and other internal teams to streamline operations.

Company Compliance:

- complying with all lawful and reasonable directions of DIT AgTech

- not engaging in any unlawful conduct in the course of your employment, while at work premise or when using DIT AgTech resources
- complying with all DIT AgTech policies, as implemented, varied, or replaced from time to time.

In addition to the duties outlined above, you are also required to perform such other duties as may be directed by your supervisor or management provided these are within your competency or training.

Skills and Experience:

- Competency with diagnostic tools to address technical issues in IoT devices.
- Understanding the challenges and opportunities of farming operations and the tough environments where devices will be deployed.
- Proficiency in software relevant to hardware manufacturing and diagnostics.
- Excellent organizational ability to manage equipment, reporting, record-keeping, and adherence to QA protocols.
- Strong ability to work collaboratively with managers, technicians, and cross-functional teams.
- Attention to Detail: Ensures high standards in all manufacturing and installation tasks.
- Problem Solving: Resourceful in identifying solutions to complex technical issues.
- Manual Car License: Essential
- HR Truck License: Preferred
- Forklift License: Preferred for onsite logistics and equipment handling.

Why Join DIT AgTech:

At DIT AgTech, we offer a dynamic and supportive work environment, competitive salary and sponsorship opportunities. You'll have the opportunity to make a meaningful impact in the world by contributing to the advancement of sustainable agriculture and climate solutions.

How to Apply:

Send a resume and cover letter to ally@ditech.net.au or call Ally for a confidential discussion on 0428 754 373.