Recruitment Advertising

**Position Title:** Technical Service Provider (TSP) - Livestock
**Position Type:** Casual - Potential to grow into a full time role
**Location:** Gatton - Toowoomba

**Reports to:** Sales Lead

**Position Overview:**
The Livestock Technical Service Provider (TSP) is a customer-facing technical role responsible for the installation, servicing, and ongoing support of DIT AgTech's uDOSE machines across livestock properties. Success in this role requires not only strong technical skills but also the ability to provide clear, confident communication and high-quality service to customers.

TSPs are trusted advisors in the field — ensuring devices perform reliably, training customers to use and maintain equipment, and representing DIT AgTech with professionalism at every interaction.

**Main duties and responsibilities:**

**Customer Service & Relationship Management**

- Act as the primary contact for livestock customers in your territory, ensuring all service requests are handled professionally and promptly.
- Provide clear, practical training for customers on routine maintenance and use of the uHUB monitoring dashboard.
- Build positive, long-term relationships with customers based on trust, responsiveness, and reliability.
- Escalate complex technical issues to engineering or operations, while maintaining ownership of customer communication until resolution.
- Provide feedback from customers to Operations and Product teams to support continuous improvement.

**Technical & Operational Responsibilities**

- Install, configure, and maintain uDOSE devices on cattle properties.
- Conduct preventative maintenance and troubleshooting to minimise downtime.
- Manage supplement mixing and delivery during installation/service visits.
- Work with warehouse, logistics, and operations to ensure smooth delivery of products and services.
- Maintain accurate service records, QA documentation, and inventory updates.
- Identify and document safety and quality risks with corrective actions.

**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.

**Skill and Experience:**

- Strong customer service and communication skills; ability to explain technical concepts simply.
- Experience in livestock or agricultural operations highly desirable.
- Competency in diagnostics and troubleshooting of IoT-enabled devices.
- Strong organisational and record-keeping skills.
- Problem-solving mindset with a proactive, solutions-focused approach.
- Licences: Manual Car (essential), HR Truck (preferred), Forklift (preferred).