Position Description –
Quality Support Technician

Position Summary

Incumbent:	
Group:	Global Engineering
Job location:	Christchurch
Full time equivalent:	Part time – Monday to Friday, 20 hours per week
Reporting to:	Quality & Systems Manager
Level of authority:	In-line with delegation of authority policy
Effective date:	January 2019

Purpose of Role

To assist with the delivery of a comprehensive quality management framework ensuring AuCom's compliance with all required quality standards (eg ISO, UL etc.) and meeting and/or exceeding customer expectations.

- To manage the investigation and processing of returns for defective components.
- To assist with the investigation process of quality issues.
- To manage calibration process and records.
- To complete administrative duties as required including: statistical analyses, policy and procedures preparation and maintenance, reporting (NCR, IR, monthly management and/or audit reporting, etc.)
- To provide quality input into the development of and changes to products and services developed and/or managed by AuCom.

Qualifications/Technical Skills

- An appropriate technical qualification (mechanical, electrical, electronics, manufacturing).
- 2-3 years' experience with ISO 9001 and other accreditation standards.

Key Relationships

- Internal: Within own team and wider business
- External: Customers, Distributors, relevant service providers, key suppliers, regulating agencies

Key Responsibilities & KPIs

Key responsibilities	Critical factors or KPIs

1. Defective Material Reporting (DMR) Processing	• Manage investigation and processing of returns for defective components to the supplier. Liaise with suppliers for corrective action.
	  i. Process parts from reject bin
	  ii. Complete DMR and non-conformance reports in Vantage and send required details to suppliers.

2. Calibration	• Manage calibration process and records, including:
	  i. Follow up on late items on register
	  ii. Check torque calibration is up to date

3. Document management	• Assist with writing, checking and processing different pieces of documentation, records management, etc.
4. Non-Conformance Report (NCR) Investigation	• Lead investigation and corrective actions for NCRs as required.
5. Regulatory Support	• Complete administrative and audit activities as required to support the business in maintaining ISO 9001 accreditation. • Complete activities as directed assisting the business in achieving accreditation to other ISO standards. • Provide support to Quality, Engineering and Operations on continual compliance to CCC, UL, etc.
6. Internal Auditing	• With the support of the operations teams provide independent auditing of the manufacturing process and systems to ensure that required standards are met. • With the support of the engineering teams provide independent product quality audits to ensure that products meet requirements.
7. Maintaining key relations / behavioural management	• Build strong relationships within/between departments ensuring business imperatives can be achieved. • Integral team member fostering and innovative and cooperative team culture.
8. Building organisational capabilities	• Actively contribute so required results are achieved • Shares knowledge with other AuCom team members without reservation. • Continued own development to keep up to date with current technologies and common practices meeting current and future business needs.

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Key responsibilities	Critical factors or KPIs
9. Proactive leadership of Quality & Environment Safety & Health (MESH) policies & practices	• Exemplar of following company policies and procedures. • Responsible for ensuring own-self and others work safely and accurately in-line with Quality and MESH policies. • Accurate and timely reporting of all incidents[1]. Actively supports investigations and area audits.
10. Other duties	• Carries out any additional duties and responsibilities as may be reasonably required to meet the demands of efficient company functioning.

Competency Profile

1. Communication

Competency	Description
Listening	Understands and learns from what others say.
Reading Comprehension	Grasps the meaning of information written in English, and applies it to work situations.
Speaking	Conveys ideas and facts orally using language the audience will best understand.
Writing	Conveys ideas and facts in writing using language the reader will best understand.

2. Occupational

Competency	Description
Technical knowledge	Skilfully uses technical knowledge/abilities to achieve tasks. Ensures technical knowledge is current, understands process systems.
Commercial orientation	Behaviours and performance align to business strategy. Actively pursues individual and team objectives. Understands commercial reality.
Customer orientation	Ensures customer requirements are met.

3. Personal Effectiveness

Competency	Description
Drive for excellence	Shows enthusiasm, commitment and the capacity for sustained concentration; maintains quality of output. Enhances the organisation's reputation; sets high standards of performance for self and others.
Integrity and Trust	Maintains high ethical standards. Treats others fairly. Maintains trust and loyalty of all stakeholders.

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[1] Hazards/risks, injuries, near misses & discomfort

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Competency	Description
Lives the AuCom brand 'It's Personal' and values 'PAVING'	- Passion - Agility - Valuing People - Innovation - Growth

Interaction with Others

Competency	Description
Organisational ability	Achieves required outcomes through formal and informal channels; optimises resources (personnel and physical) and manages multiple activities.
Coaching and Training	Has the ability to interpret needs and impart knowledge, skills and abilities to others via both informal (one-on-one development & education) and formal (structured) training.
Influence	Influences attitudes and opinions, and gains agreement to proposals, plans and ideas; skilful negotiator.
Leadership and Teamwork	Influences organisational values, and individual and group goals, by cooperating, supporting and showing others how things can be different and better.

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