



Job Title	Technical Support Engineer (pre and post sales)
Location	Sydney, AU
Reporting To	Customer Success Manager APAC
Region	Asia Pacific (primarily Australia and New Zealand)

### **About this position**

We are looking for a Technical Support Engineer and implementation specialist working in pre and post sales environments.

In this role you will deliver **CriticalArc's product SafeZone** to customers within the region and support pre-sales activities of the APAC Sales team.

As our Pre and Post-Sales Support Engineer, your role is key to the success of our current and future customers, and to the success of the sales team. You will be an important part of the team using your technical knowledge, software deployment experience and communication skills. You'll be working in a wide variety of environments using our world-leading cloud-based Safety, Security and Emergency Management system.

In the Pre-Sales area you will work closely with the sales team to establish and demonstrate SafeZone environments that illustrate how our solution addresses the needs of our prospective customers.

For the customer support aspect of your role, you will be providing day-to-day support to our Higher Education, Government, Critical Infrastructure and Healthcare sectors. Our systems support more than 500,000 people in the Asia Pacific region when they need personal assistance, or a large-scale emergency occurs. Therefore, your role is not just important to CriticalArc, it's also important to all those people who use SafeZone.

For recently converted customers, you will be involved in the project launch; rolling out the solution to thousands of users working for some of APACs largest organizations. As part of the customer-facing team, you will be directly responsible for our customers' ongoing satisfaction and success.

### **The Ideal Candidate**

CriticalArc will provide full product training. The ideal candidate will have previous software deployment skills in a similar solution, or in an industry that requires the same skill sets.

You will have a willingness and capacity to learn very quickly on the job.

You must be available to travel and able to work autonomously as required.

As a minimum you will have Australian Permanent Resident status.

- Attractive Salary / Package and Bonus
- Extensive multi-day travel around Region and limited international travel

### **Essential Job Functions**



This is intended as an outline of the essential functions of the position.

- Provide technical support for the sales team in establishing and running demonstrations
- Configure demonstration systems for target prospects' needs
- Support the transition from the customer's acceptance of proposal to project start
- Help to define the scope and assist in writing statements of work for a project
- Create and manage Project Plans progress using CriticalArc's standard methodology
- Configure SafeZone systems during the initial launch phase
- Provide face-to-face training in SafeZone systems to customer administrators and field response teams
- Assist on larger customer projects
- Undertake periodical customer performance reporting and advise on strategies for improved performance and achieving greater returns from their systems
- Produce regular and accurate progress reports for CriticalArc Management
- Escalate issues to the right level of management in CriticalArc and the customer organization, as appropriate
- Seek opportunities to develop new CriticalArc business with the customer, based on a deep understanding of ~~the~~ their environment and need. Such opportunities should be identified and communicated to Sales Management.
- Ensure customers are satisfied with the delivered project
- Communicate within CriticalArc the lessons learned on any project
- Register product ideas based on customer feedback on areas for improvement

### **Accountabilities**

- Plan, document and deliver successful customer launch projects following CriticalArc's project management methodology
- Resolve customer support issues in a timely and effective manner
- Provide activity reports, as required, in a timely manner
- Generate thorough Project Plans using MS Project
- Ensure timely progress reporting against the Project Plan
- Ensure that all aspects of customer projects are delivered on time and within the agreed budget
- Conduct and document Acceptance Tests with the Customers' representatives
- Ensure and maintain ongoing customer satisfaction throughout
- Represent CriticalArc to its customers in a friendly, knowledgeable, helpful and constructive fashion without losing sight of deliverables, time and resource constraints.

### **Required Competencies**

- Excellent analytical and problem-solving skills
- Excellent written and oral communication (highest level English skills – Mandatory)
- Excellent presentation skills, experience with MS PowerPoint
- Results oriented individual who can work independently and remotely from our office
- Understand PM methodology and be focused on best practice
- Self-sufficient, professional user of all MS-Office applications
- Exceptional organizational, planning and management skills employing appropriate tools such as Basecamp, Microsoft Project, Excel and related reporting and management tools including CRM, Trouble Ticketing, JIRA etc.
- Organizational awareness and ability to deal with customers at multiple levels



- Technical/professional depth and credibility
- Experience with training customer staff at all levels (from Briefings for senior executives, to basic workshops for operational controllers and field staff)

### **Desirable Experience**

- Prince 2 Practitioner
- Prior engineering or consulting experience ideal, including large-scale software implementations, enterprise application configuration and multi-site delivery
- Experience with Cloud-based software or enterprise software preferred
- Experience with technical systems, spatial systems, location-based services
- Proven track record in the management and reporting of project KPIs and scheduling
- Working in the public sector (Higher Education, Government, Transport, Healthcare)
- Working with large Enterprises across multiple cultures and business environments
- Single Sign On (SSO) Integration
- Use of APIs for system-system integration
- Smartphones and related Mobile Technology
- Bluetooth Wearables and Indoor Positioning technology
- Experience in the basic features of adobe illustrator or similar design programs

At CriticalArc we are passionate about what we do. We enjoy working with like-minded people who also share our vision and desire to ensure customer success and achieve maximum customer satisfaction.

If you feel this role is right for you, however you don't have the exact skills articulated. We're happy to consider candidates that have an aspiration to move up, down or sideways to their next role. If you have a transferable skill set, aptitude to learn something new and lots of energy then you maybe the right candidate for us. Why not apply!