



POSITION DESCRIPTION

BUILDING PERFORMANCE TECHNICIAN

CONTEXT

The Quasar team is all about providing businesses and utilities with intelligent data to enable them to reduce costs, maximise operations and meet business goals. Our four decades of experience as a system integrator ensures each client receives a high-quality solution which meets their individual needs.

Quasar is expanding its offering from Energy Management Systems (EMS) into Building Management Systems (BMS), delivering intelligent building performance, control and analytics solutions.

PURPOSE

The Building Performance Technician is responsible for delivering field service, preventative maintenance, commissioning, technical support and customer service activities across Quasar's Building Management System (BMS) and Energy Management System (EMS) solutions.

The role combines hands-on technical field work with client support responsibilities, ensuring customers receive exceptional service and maximum value from their building performance systems.

Acting as a trusted technical advisor, the Building Performance Technician will respond to customer issues, undertake fault finding, perform maintenance and commissioning activities, provide customer training and support ongoing optimisation of customer systems.

The position requires a strong electrical and BMS background, excellent communication skills and a commitment to delivering outstanding customer service. Experience with EMS platforms is not essential as training will be provided.

KEY OUTPUTS

BMS SERVICE & MAINTENANCE

- Perform preventative maintenance on Building Management Systems.
- Carry out servicing, fault finding, repairs and upgrades.
- Configure, test and commission BMS solutions.
- Diagnose and resolve HVAC control issues.
- Maintain system backups, databases and graphics.
- Support BMS modernisation and enhancement projects.
- Complete service reports and technical documentation.
- Participate in an on-call roster where required.

BUILDING PERFORMANCE & EMS SUPPORT

- Assist with deployment and support of Quasar EMS platforms.
- Monitor customer energy and building performance systems.
- Identify opportunities for optimisation and operational improvements.
- Assist with building performance reviews.
- Support customers in improving energy efficiency and operational performance.
- Escalate complex engineering issues where required.

TECHNICAL SUPPORT

- Troubleshoot networking, communications and system integration issues.
- Support industrial and building protocols including BACnet, Modbus and TCP/IP.
- Assist with remote diagnostics and system monitoring.
- Work closely with Engineering and Project teams to resolve customer issues.

- Assist with commissioning activities and project handovers.

SALES & CUSTOMER DEVELOPMENT SUPPORT

- Identify opportunities for upgrades, optimisation and additional services.
- Assist in preparing scopes for remedial works.
- Support sales activities through technical input and customer engagement.
- Promote Quasar's building performance services and solutions.

CLIENT SERVICES SUPPORT

- Primary technical point of contact for support customers.
- Respond to support requests and service calls in a timely manner.
- Monitor support dashboards and customer system alerts.
- Diagnose and resolve customer issues remotely and on site.
- Maintain accurate records of support incidents and service activities.
- Develop strong long-term customer relationships.
- Provide customer training and end-user support.
- Assist with maintaining proactive customer service plans.
- Timely closure of open cases.
- Contribute to the development and enhancement of our support tools to better provide this service.
- Maintaining proactive customer service plans for contracted customers.
- Create documentation and drawings as required.
- Provide customer training.
- Assisting the project team to facilitate client relationships where appropriate.

SALES SUPPORT

- Review and understand client specification drawings.
- Create Bill of Materials.
- Create System Architecture Diagrams.
- Assisting the sales team with effort assessments.

GENERAL

- Travel within New Zealand as required.
- Participate in industry events and customer demonstrations where required.
- Assist with continuous improvement initiatives.
- Other tasks as may reasonably be required from time to time.

STAFF SUPERVISED

- None

ACCOUNTABILITY

The Building Performance Technician reports to the Head of Delivery.

KEY RELATIONSHIPS

Quasar adopts a collaborative approach at all levels of the company, in this role the Building Performance Technician will work closely with:

- Quasar Staff and Directors
- Customers, Consultants, Service Providers, and other relevant outside organisations

KEY ATTRIBUTES

QUALIFICATIONS & EXPERIENCE

Essential

- NZ Registered Electrician or Electrical Trade Qualification.
- Minimum 3 years' experience working with Building Management Systems.
- Experience servicing and supporting BMS installations.
- Sound understanding of HVAC controls and building services.
- Strong troubleshooting and fault-finding skills.
- Experience with BACnet, Modbus and IP networking.
- Excellent customer service and communication skills.
- Current driver's licence.

Highly Desirable

- Schneider Electric EcoStruxure Building Operation (EBO) experience.
- Building automation commissioning experience.
- Controls programming experience.
- Experience integrating third-party systems.
- Networking and server experience.

Not Essential

- Energy Management Systems (EMS) experience.

Training will be provided on Quasar's EMS platforms and solutions.

VALUES AND ETHOS

- Understanding of and commitment to the values of the Company.
- Personal commitment to authenticity and conducting all aspects of business with integrity.

PERSONAL ATTRIBUTES

- Strong customer focus.
- Practical problem solver.
- Self-motivated and dependable.
- Strong organisational skills.
- Professional communicator.
- Team-oriented approach.
- Commitment to continuous learning.
- Positive and proactive attitude.
- Intuitive learner with proven ability to transfer knowledge to new settings and challenges.

- The ability to communicate at a technical level and relate to people from all levels of business, backgrounds, ages and cultures.
- Demonstrated initiative, stamina and motivation, a strong work ethic.
- Professional personal presentation/grooming.

RESOURCES AND REQUIREMENTS

- Operate from the Company's premises in Auckland, with travel primarily within New Zealand.
- Regular travel to the Company's head office in Christchurch.
- Staff are expected to maintain their own correspondence, email, and administration at a high standard.

BEHAVIORAL COMPETENCIES

PLANNING & ORGANISATION

- Ability to plan, prioritise daily work assignments and exercise good judgement in managing urgent requests.
- Realistically plan and organise a project, allocating time in a manner which achieve priorities and allows for contingencies.
- Can set goals for own department and implement the planning and process steps to achieve these.
- Forward looking perspective that allows for contingencies and evolving situations.
- Ability to assist in planning, formulation and implementation of strategy and projects for both own department and in the wider Company context.
- Effective time management skills.

ACHIEVEMENT ORIENTATION

- Motivated to achieve goals and objectives
- Displays a definitive sense of urgency to accomplish tasks
- Commitment to improving quality standards in own area of expertise.

COMMERCIAL ACUMEN

- Knowledge of and interest in developments in the business world which could impact the Company, and a demonstrated ability to apply those to the Company's context.
- Demonstrated ability to quickly pick up workable levels of knowledge in new systems.

COLLABORATIVE AND TEAM APPROACH

- Respects and can integrate the capabilities of people from a wide range of disciplines and personal styles to enable an effective functioning team.
- Good relational and interpersonal intelligence and willingness to allow that to shape the approach to team leadership.
- Active participant in team structures throughout the Company.
- Committed to a collaborative approach and able to adapt to a high level of synergy amongst different team members and teams in the Company.

ANALYTICAL ABILITY

- Can analyse abstract, subtle, and undefined problems and information.
- Able to grasp the near- and long-term implications of a situation.
- Can analyse information on a conceptual level, as well as displaying a detailed approach.

KEY SELECTION CRITERIA

1. Technical aptitude.
2. Planning and organisation skills
3. Communication skills
4. Experience within the BMS Industry.
5. Fit with the ethos, values, and approach of Quasar.
6. Credibility

HEALTH AND SAFETY

1. All staff must always be conscious of potential safety problems.
2. Health and Safety Policy is in place within Quasar Systems Limited. Instructions regarding safety given by the Health and Safety representatives must always be followed.

NON-LIMITATION CLAUSE

NOTE: This position description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organization. Employment conditions are described fully in the Individual Employment Agreement.

This Position Description has been read and agreed:

Employee Name _____

Signature _____

Managing Directors Signature _____

Date _____