

**Technical Services Officer**

**About Us:**

Established in 1962, Silvan Australia has been a pioneer in the development and manufacture of agricultural machinery to meet the needs of primary producers in Australia & New Zealand. A family owned business, Silvan is recognised as an industry leader in the field of agricultural machinery, rural lifestyle and hardware products. Our customers are varied from primary producers, to trades and DIYers.

**About the Role:**

We are seeking an enthusiastic and highly motivated Technical Services Specialist, to be based at our Head Office located in Keysborough, Victoria. This is a key role with a major agricultural equipment and rural merchandise supplier in Australia, reporting to the Technical Services Manager. This position will provide technical support and warranty management to our national dealer network and end users.

Initially the position will be focussed on the Selecta, Rural Lifestyle and hardware product ranges. You will be responsible for managing the warranty process from dealer enquiry through validation to resolution, as well as providing technical support and advice to dealers, end users and internal support within the business.

Solid mechanical skills and experience, ability to diagnose and troubleshoot over the phone or via email and strong communications skills are all essential to this role. Previous experience in a technical customer service environment, development of training and information resources and production of spreadsheet-based reports will also be an advantage.

Experience with SAP B1 will be highly regarded for this role.

If you are enthusiastic and committed, grab this fantastic opportunity to make your mark in a well established Australian, family owned company, **APPLY NOW** through the Seek Link.

A letter of application addressing our above key criteria, your current resume and the completed information form are all required to be considered for this position.

Applications close Wednesday 24th July, 2019.

Only shortlisted applicants will then be contacted.

**No Recruitment Agencies please.**