

Systems Specialist (Full-time)

We are looking for a Systems Specialist to join our Perth, Australia team. This position will be responsible for remotely monitoring and supporting our clients, from our Downtown Perth Office. The role will also consist of installing, commissioning, and troubleshooting Motion Metrics' products at client mine sites. You must be comfortable working in the mining environment and around mining machinery. You will be required to maintain comprehensive knowledge of Motion Metrics' products. You will be using both computers and power tools to accomplish your work. The candidate will have a chance to travel in Australia (and beyond) and learn about the latest in AI and sensor-based technology. A valid passport with no restrictions is required.

Remote Responsibilities:

- Provide exceptional customer service focused on building and maintaining relationships using your considerable IT, network, and database knowledge
- Remotely connect to client servers at mine-sites to obtain performance data for system evaluation
- Prepare weekly and monthly system performance reports
- Create and maintain training, products and technical support documentation
- Accept assignments with open, cooperative, positive, and team-oriented attitude
- Perform other duties as assigned

Field Responsibilities:

- Plan and execute system installations and maintenance visits in Australia
- On-site programming, configuration and troubleshooting
- Provide on-site training on system software, hardware, and online platforms
- Be able to meet deadlines and prioritize tasks while under pressure in the field
- Use technical knowledge to perform root cause failure analysis and look for ways to continually improve system reliability
- Previous exposure to on-site mining work is an asset

Requirements:

- Willing to travel both domestically and internationally, for varying duration and to remote locations, approximately 2 weeks of the month will be traveling and working in the field during the peak season
- Fluent in English with excellent spoken and written communication skills
- Having 2+ years of experience in a technical support or engineering role, is an asset
- The ideal candidate is hands-on and works well with mechanical and electrical tools. Basic understanding of mechanic drawing and electrical schematics is an asset
- Sound understanding of windows operating system and computer network infrastructure. Basic knowledge of command prompt and Linux would be advantageous
- Ability to prioritize and respond urgently to customer concerns in a professional manner is a key attribute
- Valid passport with no restriction and open driver's license required

Motion Metrics International Corp offers a generous compensation package and benefits, as well as a fun and driven work environment and culture. Interested candidates please submit your resume to careers@motionmetrics.com. Due to the high volume of applications we receive, only those selected for an interview will be contacted. Thank you.