

Looking for new challenges within the Photographic & Information Technology Industry? Have a passion for learning and love being the 'guru?' We've got the position for you!

### **Technical Support / Customer Service Officer**

Brands Australia is a dynamic business who is the market leader in Biometric Passport/ID Photo systems, offering the latest in Biometric technology together with traditional mechanical systems, in addition to being the authorised licensee and distributor of Polaroid Instant Imaging products. Our business is undergoing rapid growth - in particular the Biometric Passport Photo field, and as a result we are looking to expand our commercial Passport/ID Photo division.

Based on current excellent business growth we are looking for a dynamic individual to join our fast paced team and take on the newly created position of Technical Support & Marketing Support Officer on a part time basis.

Reporting to the Product Specialist your duties will include:

- Taking Incoming Calls - general customer inquiries, retailer enquiries etc.
- Diagnosing faults and providing technical assistance to our customers.
- Technical Assistance to customers on Passport systems and Polaroid consumer products.
- Maintaining up to date knowledge of all Brands Australia products.
- Managing repair and warranty services.
- Processing spare parts orders.
- Evaluate and process customer refunds as required.
- Completing general administrative duties.
- Coordinating in-store support & field training with the Product Specialist and Field Sales Team.
- Provide phone support on Biometric & Government Passport Photography regulations.

To be considered for this role, you will have previous Technical Customer Service experience, be able to work in a fast paced environment, and must possess:

- Excellent interpersonal skills
- High level computer & IT skills
- Good Understanding of Windows Based platforms
- Good Understanding of Wi Fi based technology
- Ability to learn quickly
- Great organisation skills
- Be able to comfortably multitask and work independently when needed.
- Excellent verbal and written communication skills
- Outstanding customer service skills
- Good knowledge of photographic principles
- General knowledge of passport fundamentals
- Good Understanding of Social media Platforms

Our in-depth training program will provide you with all the information you need to begin this exciting new journey however, a TAFE qualification in photography would be desirable, along with previous photographic, IT technical support & Social media experience  
General enquiries & applications Contact Karyn Hamer on [Karyn@brandsaustralia.com](mailto:Karyn@brandsaustralia.com)