



## The Modra Technology Difference

**EXPERTISE:** Developing smart solutions to problems in the soft flooring industry

**RESPONSIVE:** Remote support & local technicians (AUS, USA, CHINA & EU)

**TRUSTED:** 30 years' experience, trusted and well known to deliver

**PROVEN:** Global results with machines sold across 30+ countries

modra

### Technician - Install and Servicing/Support

Position Information	
Employment Type:	Full Time
Hours of Work:	7.00 AM - 3.00 PM, 38 hours per week - with occasional overtime and travel/work away from home
Reports to:	Product Development Manager
Award:	Manufacturing Award (C8)
Conditions:	Between \$40.00 - \$43.00 per hour inclusive (or \$79,040 - \$84,968) travel per diems and expenses, 12% Superannuation and enrolment in Modra Technology Incentive Program
Location:	<p>On-site Warragul with occasional travel interstate and internationally.</p> <p>This role requires international travel for installation projects. Employees must be available to travel overseas for periods of up to 2–3 weeks at a time, on an occasional basis throughout the year, as dictated by project requirements. This is a condition of employment.</p>
Organisation Information	
About Us:	<ul style="list-style-type: none"><li>• We are an Australian owned and operated company based in Gippsland, with a client base spanning the globe. With over 25 years' industry experience,</li><li>• Modra Technology is committed to ongoing innovation. We have received multiple business awards for excellence in performance, success, and achievement within manufacturing and export, primarily serving the carpet manufacturing industry with cutting-edge products to support their continued success.</li><li>• The company has grown to serve over 200 customers across 35 countries, with over 400 machines located worldwide.</li></ul>
Our Culture:	<ul style="list-style-type: none"><li>• Values<ul style="list-style-type: none"><li>○ Innovation and Excellence</li><li>○ Customer-Centric Approach</li><li>○ Collaboration and Teamwork</li><li>○ Global Reach, Local Touch</li></ul></li><li>• Modra is advancing the carpet manufacturing industry through decades of expertise and focused research and development. More recently, this focus has been around creating innovative automation solutions for the industry.</li><li>• The company is focused on solving customer problems and provides a high level of</li></ul>

	<p>customer service.</p> <ul style="list-style-type: none"> <li>• The health and safety of our team is always a priority as well as providing an environment where equal opportunity and non-discriminatory practices are embedded in the company.</li> </ul>
<b>The Role:</b>	<p>This role is broader than a traditional tradesperson position. In addition to hands-on technical work, the Technician contributes to specialised training, project documentation, and international installations as required. Flexibility, adaptability, and professionalism are essential.</p> <p>The Technician: Install and Servicing Support is responsible for the accurate installation, commissioning, and servicing of Modra machines, ensuring equipment operates according to specifications and customers are trained in its use.</p> <p>This role provides technical support on-site, contributes to production and R&amp;D where required, and ensures all documentation, manuals, and reports are maintained accurately. The Technician works under the guidance of the Team Leader: Installations with the oversight of the Product Development Manager.</p> <p>While the role requires trade qualifications and proven technical skills, employees will also be expected to learn and operate Modra's highly specialised machinery. Adaptability and commitment to acquiring this expertise are essential.</p> <p>This position combines technical trade responsibilities with significant administrative and documentation duties. Accurate reporting, record-keeping, and contribution to project documentation are essential aspects of the role, not ancillary tasks.</p>
<b>Responsibility Areas:</b>	<p><b>Installation &amp; Service</b></p> <ul style="list-style-type: none"> <li>• Install, commission, and service Modra machines according to technical specifications.</li> <li>• Train customers on correct operation of Modra equipment.</li> <li>• Liaise with customers regarding installation, service expectations, and troubleshooting.</li> <li>• Maintain all service logs, installation reports, and training records.</li> </ul> <p><b>Operational &amp; Production Support</b></p> <ul style="list-style-type: none"> <li>• Assist with electrical work, wiring, and mechanical assembly as required.</li> <li>• Support R&amp;D and production teams with testing, prototyping, and system improvements.</li> <li>• Maintain and update technical manuals for machines.</li> <li>• Conduct post-installation follow-ups and provide feedback to the Product Development Manager.</li> </ul> <p><b>Support &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Log all customer support documentation onto internal systems (e.g., Zendesk).</li> <li>• Prepare and maintain Job Safety Analyses (JSAs), audits, and installation documentation.</li> <li>• Ensure accurate timekeeping for all tasks and submit records weekly.</li> <li>• Assist the administration team in implementing improvements to documentation and processes.</li> </ul> <p><b>OHS &amp; Compliance</b></p>

	<ul style="list-style-type: none"> <li>Follow all Modra OHS policies and procedures.</li> <li>Use PPE and demonstrate safe work practices at all times.</li> <li>Participate in safety committees and contribute to maintaining safe work standards.</li> </ul>
<b>FY 25 - 26 Considerations</b>	<p>Individual Performance Plan aligned with Modra Business Goals which may include;</p> <ul style="list-style-type: none"> <li>Shadowed international travel for installation projects, with supervision of skilled technician</li> <li>System or tool based skill development such as Microsoft Excel or other relevant Modra Technology systems</li> </ul>

## Role Information

The role includes but is not limited to the following key duties, standards and compliance requirements:

<b>About You:</b>	<p><b>Skills and Competencies</b></p> <ul style="list-style-type: none"> <li>Competent in mechanical assembly, electrical wiring, and machine commissioning.</li> <li>Ability to read and interpret schematics, technical manuals, and engineering drawings.</li> <li>Experience in troubleshooting and problem-solving on complex machinery.</li> <li>Proficient in Microsoft Office Suite and internal systems, with the ability to learn and apply new technologies and systems endorsed by the business</li> <li>Ability to work independently on-site while maintaining safety and quality standards.</li> <li>Willingness and ability to acquire expertise in Modra's specialised machinery.</li> </ul> <p><b>Behavioural Competencies</b></p> <ul style="list-style-type: none"> <li>Reliable, adaptable, and self-motivated.</li> <li>Strong teamwork and communication skills with customers and colleagues.</li> <li>Attention to detail and commitment to delivering high-quality work.</li> <li>Understanding of production schedules, R&amp;D activities, and installation timeframes.</li> </ul> <p><b>Work Environment &amp; Physical Requirements</b></p> <ul style="list-style-type: none"> <li>Travel domestically and internationally as required.</li> <li>Lift heavy objects, stand for long periods, and work in manufacturing environments.</li> <li>Adhere to ergonomic and OHS practices.</li> </ul>
<b>Work Environment and Physical Requirements:</b>	<p>The position primarily operates within various customer <b>manufacturing environments</b>. Physical requirements and health and safety considerations specifically to this role include:</p> <ul style="list-style-type: none"> <li>Fit to occasionally lift heavy objects (20Kg+)</li> <li>Standing for long period of times</li> <li>Occasional bending, reaching, stretching, sitting</li> <li>Potential scenarios of stress or pressure relating to learning, deliverables, and fatigue or isolation when travelling overseas</li> <li>Fit to travel domestically and internationally as required</li> <li>International travel will involve periods of 2–4 weeks away from home, on an occasional basis throughout the year, and is a condition of employment.</li> </ul> <p>Employees are expected to maintain their health and well-being by adhering to ergonomic and OHS practices, taking regular breaks, and promptly reporting any hazards, concerns or incidents to management.</p>
<b>Compliance Requirements:</b>	<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>Follow any reasonable instruction that enables us to comply with legislative</li> </ul>

	<p>requirements affecting Victorian workplaces and customer stated requirements of operation</p> <ul style="list-style-type: none"> <li>Follow our policies, procedures and systems of work for effective and safe work practices either as outlined in our handbook, individually documented or verbally instructed by suitably skilled persons</li> </ul>
<b>Professional Standards:</b>	<p>All employees have a responsibility to maintain professional standards, including:</p> <ul style="list-style-type: none"> <li>Model the business's values</li> <li>Be professionally presented including hygiene and suitable attire/correctly wear the uniform</li> <li>Maintain a clean, tidy and safe workspace</li> <li>Ensure professional and informative communication</li> <li>Safe and legal operation of any vehicle used for work purposes</li> <li>Assist with other duties for which you are suitably skilled, without detriment to essential deliverables</li> <li>Be free from the influence of illegal drugs and alcohol while conducting work activities</li> </ul>

<b>Selection Criteria</b>	
People being considered for this role should be reviewed against the following criteria:	
<b>Employment Eligibility:</b>	<p><b>The person in this role is required to have the following:</b></p> <ul style="list-style-type: none"> <li>Be an Australian Citizen, Permanent Resident or hold a valid work permit or visa</li> <li>National Police Records Check which will comply with the 100-point</li> <li>Proof of Identity Check</li> <li>Working with Children Check</li> <li>Drug and alcohol screening</li> <li>Pre-employment medical</li> <li>Valid and Current Australian (or acceptable equivalent) Passport (required for international travel) with no travel restrictions or ineligibility</li> </ul>
<b>Qualifications &amp; Licences:</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Relevant trade or technical qualification (e.g., Certificate III in Electrotechnology, Electronics, or equivalent).</li> <li>Experience in installation, maintenance, or servicing of industrial machinery.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in automation or industrial equipment installation.</li> <li>Exposure to international installations.</li> </ul>
<b>Key Selection Criteria</b>	<ol style="list-style-type: none"> <li>Demonstrated experience in installation, commissioning, and servicing of machinery.</li> <li>Technical competency in mechanical assembly, electrical systems, and troubleshooting.</li> <li>Ability to follow technical instructions and comply with OHS and regulatory requirements.</li> <li>Strong teamwork and customer communication skills.</li> <li>Reliable, adaptable, and committed to delivering high-quality work under varying conditions.</li> <li>Ability and willingness to travel internationally for periods of 2–4 weeks at a time, on an occasional basis throughout the year.</li> </ol>

I have read and understood the expectations of this role as outlined in this document:	
Employee Name:	
Employee Signature:	
Date Signed:	