

Repair Technician & Operations Assistant

Company: Faunatech

Location: Rydalmere, Sydney NSW

Employment Type: Casual

Hours: Approximately 20–30 hours per week

Reports To: Senior Operations Manager

About Faunatech

Faunatech provides wildlife monitoring technologies and solutions to environmental professionals, researchers, government agencies, consultants and organisations across Australia and the wider region.

We are looking for a practical, technically minded and hands-on person to join our Sydney team. This position combines **equipment repairs and technical assessment** with **warehouse and operational support**.

The role would suit someone who enjoys troubleshooting, fixing and assembling equipment, working independently, and contributing to a small, collaborative and purpose-driven team, and has a strong alignment with our purpose of supporting wildlife research, conservation and environmental monitoring.

Key Responsibilities

Repair & Technical Duties

- Diagnose faults in wildlife monitoring and related electronic equipment.
- Assess returned equipment and determine whether repair is technically and commercially viable.
- Carry out approved repairs, component replacement and equipment testing.
- Use basic electronic repair tools, including soldering equipment.
- Assemble and disassemble products and components as required.
- Test repaired equipment to ensure correct operation before returning to customers.
- Identify when a replacement is more appropriate than repair based on repair time, cost and equipment condition.
- Maintain accurate records of diagnosis, repairs, parts used and outcomes.
- Manage repair equipment, spare parts and repair inventory.
- Communicate with Faunatech customers in a timely and frequent manner over repair forms, ongoing status of repairs and repair outcomes.
- Develop technical knowledge across Faunatech's product range through training.

Operations & Warehouse Support

- Assist with picking, packing and fulfilment of customer orders.
- Prepare orders for courier and freight collection.
- Receive and inward incoming inventory.
- Assist with stock counts and inventory accuracy.
- Maintain an organised, safe and efficient warehouse.
- Learn Faunatech's end-to-end operational workflow.
- Provide operational coverage when other team members are unavailable.
- Assist with returns, warranty replacements and Return Repair Authority Form processing.
- Support other operational activities when required.

Skills & Experience

Essential

- Strong hands-on technical aptitude and practical problem-solving skills.
- Comfortable diagnosing problems and working with electronic or mechanical equipment.
- Previous experience repairing, assembling or troubleshooting equipment.
- Comfortable using hand tools and willing to use or learn soldering equipment.
- Strong attention to detail.
- Ability to follow technical instructions and documented processes.
- Good judgement and ability to prioritise work.
- Ability to work independently with minimal supervision.
- Good organisational and time-management skills.
- Comfortable using computers and learning business systems.
- Reliable, flexible and willing to assist across different areas of the business.

Desirable

- Previous electronics repair or technical workshop experience.
- Experience with soldering and basic electronic components.
- Experience with cameras, environmental monitoring equipment, field equipment or similar hardware.
- Warehouse, inventory or order fulfilment experience.
- Experience working with ERP or inventory systems such as NetSuite.
- Basic understanding of warranty and repair processes.

Personal Attributes

We are looking for someone who is:

- Naturally curious and enjoys understanding how things work.
- A practical problem-solver and hands-on “tinkerer”.
- Able to quickly assess a problem and determine the most practical solution.
- Comfortable working independently while also contributing to team goals.
- Careful and methodical.
- Customer-first and understands the importance of quality repairs.
- Flexible and willing to take on different responsibilities when required.
- Interested in working for a purpose-driven organisation supporting wildlife research, conservation and environmental monitoring.

What We Offer

- Flexible part-time working arrangements.
- Practical, varied and interesting work.
- Technical training on specialist wildlife monitoring equipment.
- Opportunity to help establish and develop Faunatech’s local repair centre.
- Exposure to international technical and operational teams.
- Opportunity to broaden your responsibilities as the business develops.

Success in This Role

Success will be demonstrated through accurate and timely fault diagnosis, high-quality repairs, good judgement around repair versus replacement decisions, accurate documentation, reliable warehouse support and the ability to independently support Faunatech’s day-to-day operations.

Working Conditions

- On-site role at our Rydalmere, NSW facility.
- Faunatech is committed to being an equal opportunity employer.
- Ability to attend occasional meetings outside standard hours for international team coordination.

Please note to apply must be a permanent resident or citizen within Australia.