

Career Profile

Technology & Technical Solutions - Career Level 5



Technology & Technical Solutions Career Path

Responsible for design, development, configuration and testing of new technologies including automation, augmented sensors and communication. Develops and configures automation processes, connectivity and accuracy as per technical requirements and specifications; identifies opportunities for improvement and/or automation of existing processes; troubleshoots and resolves testing issues; uses data analytics to inform decisions; keeps abreast of new developments in the industry and translating those developments into new and viable options Komatsu and our customers; organises technical presentations to customers and/or industry groups; monitors product development outcomes to ensure technical, functional, cost, and timing targets are met.

KOMATSU WAY SKILLS	Komatsu Way Skills				
	Foundational	Intermediate	Proficient	Advanced	Mastery
	Process Improvement				
	Customer Focus				
	Decision Making				
	Planning & Organising				

TECHNICAL SKILLS	Technical Skills				
	Foundational	Intermediate	Proficient	Advanced	Mastery
	Data Analysis & Digitisation				
	Project Management				
	Problem Solving				
	Technology Best Practices				
	Development & Deployment				
	Technical Support Services				

LEADERSHIP	Leadership at Komatsu				
	People Leadership I model empathy, ensuring others feel heard and their opinions valued. I remain in tune with mine and others’ emotions and respond to situations accordingly. I give feedback to help others understand their impact and continually develop. I capitalise on my strengths and work to improve on my development areas. I celebrate the success of others. For those leading a team, I understand the obligations and responsibilities required to lead our people at Komatsu.				
	Business Leadership I use good judgement to make value-creating and financially sound decisions that are in the best interests of Komatsu, our community and our stakeholders. I help others to understand Komatsu’s strategy and how their decisions contribute to Komatsu’s growth and sustainability. I take a holistic approach, across departments to prioritise Komatsu’s overall success.				

LIVING OUR VALUES	Living our Values				
	Ambition I look for ways to improve the quality of products and services and engage with others in the development of new ideas and ways of working.				
	Perseverance I remain positive and set others up for success in new or challenging situations. I build a network of support to help overcome setbacks and achieve team goals.				
	Collaboration I prioritise team goals, ensure all contributions are acknowledged and valued, and quickly resolve conflict.				
	Authenticity I model and encourage transparency and create a safe place for authentic interactions in my team.				

Komatsu Positions linked to the Technology & Technical Solutions Career Path at a Career Level 5 include:

AHS Site Specialist	Technology Advisor (Smart Construction)	Machine Analyst (Mining Solutions)	RTO Trainer & Assessor	Trainer - Mining Automation
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WHAT WE DO

Komatsu Way Skills

Process Improvement

The methodology followed for increasing effectiveness and/or efficiency with the aim of continuous improvement, often through automation. Defining the root cause in order to innovate and maintain Komatsu’s commitment to quality and reliability.

Customer Focus

A continuing focus on our customers (both external and internal) by listening to their needs and requirements and being responsive in order to create value together.

Decision Making

The use of judgement to know when and what decisions should be made and to make decisions simultaneously in a fast-paced, rapidly changing environment. Decision making considers safety, law, quality, delivery and cost.

Planning & Organising

Anticipating resource needs and customer requirements to then prioritise and shape activities to meet objectives in a safe manner. Aligning resources with work plans and managing projects to deliver business outcomes.

WHAT WE DO

Technical Skills

Data Analysis & Digitisation

Identifying, evaluating, interpreting and organising data so that it can be used to support problem analysis, solution design and validation to support business decisions in an innovative way. It includes sorting through data to identify patterns and establish relationships, visualisation of data, and generating insights.

Project Management

The discipline of delivering a business outcome through a defined methodology to manage scope, resources, time, budget, risks and stakeholders to realise the benefits for the organisation.

Problem Solving

The step-by-step process of defining a problem, searching for information, validating and testing a series of solutions until the problem is solved. It involves critical thinking, analysis, innovation and persistence.

Technology Best Practices

One or more sets of refined policies, procedures, processes, techniques, tools and methodologies that have been optimised for efficiency and effectiveness in line with ISO compliance and Automation standards, and adopted within the organisation.

Development & Deployment

Identifying opportunities to deliver value though the development of new solutions or by enhancing existing processes, and/or the deployment of solutions in order to create internal efficiencies, support growth or provide value to the customer. Development may include the development of digital tools, apps and websites, onboarding hardware and software, and the development of data models, AI models or visualisation tools. Deployment may include acting as the window between the customer, KAL business units and the OEM/OTM for development, ensuring engineering and regulatory compliance, developing and implementing commercial models collaboratively with sales departments in KAL, ensuring customer acceptance through change management & training, and administering the system including master data, help desk, triage and system upgrades.

Technical Support Services

The ability to provide effective support to internal and external customers by first understanding the customer requirements or challenges, then supplying technical solutions, technical materials, technology knowledge, demonstrations and/or training to help sell products and services, or provide after-sales support.

HOW WE WORK

Leadership at Komatsu

People Leadership

Delivering results through and with others.

Business Leadership

Delivering results by acting in the best interests of Komatsu, our community and our stakeholders.

HOW WE WORK

Living our Values

Our Company values are the set of guiding principles and fundamental beliefs that support everyone at Komatsu to work together as a team and work toward common business goals. The Komatsu Values of **Ambition**, **Perseverance**, **Collaboration** and **Authenticity** are at the core of who we are as a Company and define our culture.

Proficiency Scale

Foundational	Intermediate	Proficient	Advanced	Mastery
Demonstrates basic understanding or awareness.	Demonstrates moderate understanding.	Demonstrates consistent and reliable understanding.	Demonstrates strong understanding and the capability to advise on strategic options.	Demonstrates expert knowledge and provides unique insight.
Ability to interpret and evaluate information, and use correct terminology associated with the skill.	Ability to translate guidelines/standards and carry out some of the activities associated with the skill.	Ability to imaginatively solve common problems associated with the skill.	Ability to diagnose and resolve significant, complex problems associated with the skill.	Ability to generate substantial improvements in the area of expertise (skill).
Requires support and guidance to carry out activities associated with the skill.	Ability to carry out activities associated with the skill with limited guidance.	Influence in the skill extends to team and/or department.	Recognised as a subject-matter-expert within Komatsu.	Recognised within and outside Komatsu as a thought leader in the area of expertise (skill).
Impact achieved through own actions rather than through others.	Limited or informal impact on others. Impact achieved mostly through own actions.	Formal or informal impact on others via guidance or advice.	Cross-functional impact with the ability to influence other departments.	Wide-reaching organisational impact.