



<b>JOB TITLE</b>	Technical Support Technician
<b>RESPONSIBLE TO</b>	Sales Manager
<b>LOCATION</b>	Grantham, Lincolnshire, UK

### **THE JOB ROLE:**

Following this period of business growth, the company is seeking a Technical Support Engineer within the sales and service team. This permanent position is primarily based at our Grantham office, however overseas travel will be a vital part of the role. The position offers an excellent opportunity for developing a career in a progressive global company.

After an initial training period, areas of responsibility will include:

- Handling technical support calls and emails for suite of monitoring products, both software and hardware
- Working closely with key suppliers of such equipment
- Working closely with in house software development team
- Account administration
- Attending Sales/Technical visits as required – sometimes at short notice
- Supporting sales managers/team with large scale tenders or opportunities

This position will also work closely with the Field Engineering Team, often assisting with general CP Inspection and Installation works depending on scheduling at any given time. This will be key for the person applying to understand the subject matter and gain an awareness of the industry.

### **COMPETENCIES, SKILLS AND ABILITIES**

This position is the perfect opportunity for a recent graduate within a relevant discipline keen to establish and progress a career in an engineering environment or in technical sales. Alternatively, a person with a successful track record in a similar role with an interest in the engineering, construction and oil and gas industries would be ideal. Enthusiasm is key, as you will be making a major contribution to the development of this progressive company.



The ideal candidate will also have strong organisational and interpersonal skills, be a quick learner and an excellent communicator. Given the global nature of the company's business, the ability to build relationships with customers from around the world is essential.

The candidate will be required to travel to client's offices both within the UK and internationally to facilitate our customers' requirements.

**BENEFITS:**

- Company car
- Company pension
- On-site parking

**JOB TYPE:**

- Full-time, Permanent
- Monday-Friday