

Job Description- Technical Support

The Role

Technical Support is a core function within our business. The role will primarily be responsible for providing our customers with technical support, system design, training and product specification.

Main Duties

- Provide timely quotations to customers on request.
- Work closely with our customers to ensure the system programming is correctly and efficiently implemented including testing, trouble shooting and de-bugging.
- Supporting customers during installation phase and provide technical training.
- Provide technical advice and support remotely on an ongoing basis to all our customers.
- Provide system design and product specification.
- Maintain records and all communications with customers using our CRM system, ensuring their case history for technical difficulties is adequately captured.
- Support product development by testing new product releases and acting as a senior user
- Liaise with customers via telephone and email.
- Liaise with internal and external stakeholders for processing and replenishing merchandise and monitoring stock.

Person Specification

Qualities and Attributes

- Values Driven
- Agile and strategic
- Creative and Innovative
- Welcomes challenging targets
- Responsible and accountable
- Listener and observer
- Uses initiative and is self-motivated
- Excellent relationship builder internally and externally

Essential Criteria

- At least 2 years' experience working within the tech industry in the last 5 years.
- Problem solving skills, with the ability to trouble shoot and provide solutions.
- Customer focused with the ability to adapt his/her operating style to deliver a high class technical support service.
- Effective communication skills both oral and written.
- Excellent time management skills with the ability to prioritise own workload.
- Proven track record of managing internal and external relationships.
- Self-motivated with the willingness to work on your own or as part of a team.

- Attention to detail with the ability to complete work to deadlines
- Applicants must have valid passport which allows you the right to live and work in the UK without restrictions. You must have British & National Insurance number.

Desirable Criteria

- Experience with one or more of the following C++, C#, Unity, JavaScript or HTML5 and a good working knowledge of SQL.
- Has come from an electrical background.
- Previously worked with AV systems.

Working Hours

Hours are normally 9am to 5pm

Working Environment

Work will be carried out at our Indigo Distribution offices in Bangor with occasional site visits and trade shows.

Travel

You will be responsible for ensuring you have the ability to travel to and from work. From time to time you may be expected to travel as part of your role. You will be given sufficient notice and reimbursed for your expenses.