

Customer Support Engineer

Job Description

The role of Customer Support Engineer is to conduct commission and installation, audits and repairs of Hartridge test equipment at customer's sites as well as providing support over the phone. The job also involves training customers on the use of Hartridge test equipment and supporting the sales team at customer events.

Main duties

- Provide technical support to Hartridge customers' & products via:
 - Site Visit
 - Telephone
 - E-mail
- Conduct commissioning/installation, audits, repairs and fault finding on customer site.
- Provide training for customers on Hartridge products, both at Hartridge & customers premises.
- Develop training / presentations to deliver the above training.
- Fault finding and diagnostic on diesel injector test equipment
- Receive, log and resolve customer issues on Hartridge Service system (Syteline - Mapics)
- Position will be approximately 25% Buckingham, 75% off site (UK, European & International). Off site can include some unsociable hours
- Time in Buckingham is typically spent on Customer Helpdesk and in training/R&D areas.
- Reporting alongside a team of Service engineers to the Customer Support Manager.

Qualifications / Attributes

- Excellent communicator, face to face and remotely over telephone & e-mail
- Ability to work in a safe, accurate and timely manner with high quality levels, and to strict due dates
- Ability to work as part of a team, and contribute effectively to the overall support, engineering & operational environment
- An ability to learn and take on new skills, as training on products and to bolster current skills will be provided
- Reading, understanding & interpretation of technical assembly drawings including hydraulic, pneumatic and/or electrical circuit diagrams
- PC literate – (Microsoft Office (required), Syteline (preferred))
- UK Driving licence.
- Work to quality standards i.e. ISO9001-2008 & business objectives
- Assist with the introduction & release of new products into production & customer areas.
- Self motivated and organised
- Willing to regularly travel UK and Rest of World
- Experience of working in Engineering and/or equipment service environment
- Foreign language (advantage)