



Job Title	Technical Support Assistant	Directorate	Technical
Grade / Level	New-in-career / Development Role	Cost Centre	
Reports to Job Title	Technical Director	Direct report (roles)	N/a
Location	Head Office		
Role Purpose			
To support the development of Company on-line resources and tools used predominantly by the Sales and Projects teams to ensure effective recording, monitoring and reporting of products, processes and activity to help enhance service delivery, compliance and management diagnostics.			
Key Accountabilities			
<ol style="list-style-type: none"> 1. Monitor and review activity and use of the Customer Relationship Management Tool (CRM) to assess the effectiveness of all aspects of service delivery and highlight opportunities for improvements. 2. Work with internal users and stakeholders to scope expansion requirements of on-line CRM resources and tools to support the Sales and Projects teams to capture required information in a timely and efficient way. 3. Work with the Technical Director and appropriate team members to set up the on-line expansions in order to action the required developments and improvements as required and scoped. 4. Build reports within the CRM tools to provide data and where appropriate make recommendations for informed decision-making on developments, improvements and/or expansions. 5. Support the Technical Director and appropriate team members in the preparation and on-going maintenance of a technical systems promotional and support/user literature library. 7. Working with the Technical Director, evaluate and grade existing and new suppliers to measure, assess and record their quality and effectiveness against service level agreements. 8. Alongside the Technical Director, investigate potential additional and/or alternative suppliers by undertaking benchmarking assessments and testimonial reviews. Prepare clear reports to detail the findings, propose actions and make recommendations to be used for decision-making around service delivery, quality provision, cost and resource management. 9. Resolve customer technical queries that cannot be fulfilled by the sales team. 10. Support investigations into failed components; to identify quality or application problems and prepare the information for use in colleague learning and development programmes. 11. Support colleagues within the Technical team and across the wider business as reasonably requested and appropriate to your role, skills and experience. 			
Skills and Experience - Essential		Skills and Experience - Desirable	
<ul style="list-style-type: none"> ● GCSE education: achieved Grade C and above (or equivalent) in at least 5 subjects, including English ● Clear and accurate written communication ● Confident and articulate verbal communicator ● An eagerness to learn and develop new skills, particularly in engineering, information gathering, analysis and report writing 		<ul style="list-style-type: none"> ● A foundation understanding of engineering principles would be beneficial ● Understanding of and an interest in physics ● On-line systems use and interrogation 	
Role Dimensions			
People	Financial	Other	
Internal Relationships with CRM users across all business areas No management responsibility	Commercial awareness and understanding of basic cost and profit principles	Organised & structured Inquisitive with attention to detail Keeping up to date with industry legislation and best practice relating to product development	
Additional Information			
Full-Time contract working Monday to Friday. Head Office based			



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