

## JOB DESCRIPTION

### Gate Automation - Technical Support Manager

We are an expanding friendly company based in Letchworth looking to increase our Gate Automation Technical team by recruiting a permanent Technical Support Manager to join our team. The successful applicant will be part of a small but busy team providing predominantly technical support and advice on our products along with customer service and sales support to our customers. Reporting directly to the Head of Gate Automation, the job is a varied role and requires the successful candidate to be versatile and motivated, with a can-do attitude.

#### Responsibilities

- Providing technical support, both over the telephone and by attending site, providing technical advice to customers, resolving installation issues and specifying additional equipment as appropriate
- Testing equipment returned and reported faulty, liaising with customers to identify faults and passing the results of tests through to the administration team
- providing technical training to customers in our dedicated showroom
- Supporting the Head of Gate Automation in providing an excellent standard of service to customers by handling of telephone and email enquiries, liaising with customers and providing technical sales advice on products and pricing, specifying, and preparing quotations and processing any resulting sales orders
- Liaising with suppliers identifying goods to be ordered, negotiating prices as necessary.
- Updating our Sage 200 CRM database regarding all sales, quotation or purchase related information.
- Identifying potential sales opportunities and highlighting these to the Head of Gate Automation as appropriate.
- Supporting the promotion of our business in line with the marketing calendar, providing technical information and data for use on our various marketing channels, such as our website and you tube
- Any other duties as directed by the Head of Gate Automation
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#### Skills

- Strong technical/engineering experience is essential. May suit an existing engineer/technical resource looking for an office based role
- Ability to provide training on gate automation installations
- Ability to decipher customer requirements, providing technical solutions to issues presented
- Ability and willingness to learn the product range
- Good knowledge and competency of Microsoft Products including Outlook, Word, and Excel
- Previous experience of a CRM system advantageous
- Good standard of English, both written and spoken with good communication skills
- Good attention to detail
- Well organised, able to prioritise work and ability to work unsupervised and under pressure
- Hard working with a positive and friendly attitude

This role is a full-time position 8.30 to 5.00pm, 5 days a week from Monday to Friday.

Salary will be dependent on skills and experience.

Holiday – 20 days plus bank holidays