

Position: Technical Support
Department: Gate Automation
Reports to: Technical Manager
Contract Type: Permanent
Salary: Depending on experience
Location: Rotherham, S63.

Overview

We are looking for a Technical Support assistant on a permanent, full-time basis to join the Fortus Gate Automation division based in our Rotherham office. This role will focus on providing technical support to our customers on our range of gate automation products. If you have strong customer support skills, have experience or are interested in access control/gate automation and enjoy working in a fast-paced environment, then this could be the career path for you.

Key Responsibilities

- **Technical Support:** Ensure telephone, email, and in-person customer support queries are dealt with in a professional and timely manner. Providing support to the sales team on any pre-sale enquiries.
- **Customer Service:** Always providing excellent customer service when talking to our customers over the phone, email and in person.
- **Testing & RMA:** Assist in testing new products and solutions that complement the businesses product portfolio. Assist in RMA shipments with suppliers.

Full training will be provided.

Skills, Knowledge, and Qualifications

- Experience in or a passion for electronics.
- Previous experience working within the gate automation/security or electrical industry is preferred but not essential.
- Excellent communication skills and telephone manner.
- Basic knowledge of networking, IT and electrical principles.
- Ability to work as part of a team and independently using your own initiative.

What we can offer you:

This is a full-time, permanent role. Your working hours will be Monday to Friday 08:30am – 5:00pm, 40 hours per week.

- Auto enrolment Pension Scheme
- Full training
- 20 days annual leave, increasing with length of service.

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.