

JOB DESCRIPTION

GATE AUTOMATION TECHNICAL SUPPORT

Fortus is Europe's fastest growing Security & Fire Distributer, trading across the UK, Ireland & Netherlands within the key industry verticals of CCTV, Intruder, Access, Fire and Gate Automation products. We have a 14-branch network and are the only distribution Company in the sector to offer a complete "end to end" security solutions Group.

We are looking for a **Gate Automation Technical Support**, on a permanent, full-time basis to join our friendly team in our **Rotherham** office. This is a key role as your focus will be supporting the technical department in providing key technical support on our Gate Automation products. If you have strong customer support skills, experience in Access Control/Gate Automation and enjoy working in a fast-paced environment then this could be the career path for you.

The Role & Duties

- Ensure telephone, email, and in-person customer support queries are dealt with in a timely, professional manner
- Support the sales team on pre-sales enquiries
- Assist in testing new products and solutions that complement the business' product portfolio.
- Assist in RMA shipments with suppliers.

Full training will be provided.

Knowledge, skills and experience required:

- Experience in or a passion for electronics.
- Excellent telephone manner.
- Strong communication skills (fluent in English) – verbal and written including spelling and grammar.
- Ability to work as part of a team and independently using your own initiative.

Desired:

- Previous experience working within the gate automation sector, or in electrical, security or relevant industry.
- Basic knowledge of networking, IT and electrical principles.

What we can offer you: It's an exciting time to join as we have big plans, you will work 08:30 – 5:00pm Monday to Friday in our Rotherham (S63) based Gate Automation Office.

- Salary range dependent on experience.
- 20 days annual leave increasing to 25 with service, plus bank holidays
- Contributory pension scheme

No agencies please – we thank you for your interest in working with Fortus Group, however we will not pay fees or acknowledge any CV's supplied to Fortus Group unless you have been briefed on the role by our HR team.

