

**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 **Letchworth** 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**

- Assisting the technical department in line with the business' aims.
- Testing and repairing RMA's.
- Become an industry expert in gate automation, access control, CCTV and other security solutions.
- Ensure telephone, email, and in-person technical queries are answered in a timely and professional manner with the top service our installers expect.
- Assist the technical team in writing technical documentation and drawing wiring schematics.
- Support the sales team by designing bespoke solutions to customer requirements.
- Maintaining and improving training rigs to better train installers.
- Assist in finding new products and solutions that complement the business' product portfolio.
- Liaise with market leading manufacturers to improve products.
- Co-ordinate RMA shipments with international manufacturers.
- Assist in delivering training workshops to industry installers.

**Knowledge, skills and experience required:**

- Previous experience in an electrical, security or relevant industry.
- Excellent telephone manner.
- Good communication skills.
- Ability to work as part of a team and independently using your own initiative.

**Desired:**

- Previous experience working within the gate automation sector.
- Basic knowledge of networking, IT and electrical principles.

**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.