

JOB DESCRIPTION: TECHNICAL SUPPORT SPECIALIST

JOB TITLE:	Technical Support Specialist
LOCATION:	CREAT3D, Reading
REPORTS TO:	Managing Director
ROLE TYPE:	Permanent, Full Time
ISSUED:	March 2018
ABOUT CREAT3D:	CREAT3D is a small fast-growing, fast-moving company operating in the innovative and exciting sector of Additive Manufacturing / 3D Printing.

CREAT3D is a market leader in its field, consulting on and supplying the best and latest 3D printer technology and associated services to a wide range of business customers including blue-chip companies spanning industries such as Automotive, Motorsport, Engineering, Consumer Products, Manufacturing, Design and Architecture, as well as Universities and Colleges across the UK.

We are focused on delivering brilliant service and providing our clients with a continued premium experience and we are looking for motivated, talented people who like a challenge!

MAIN PURPOSES OF JOB

- To provide first-class guidance, training and ongoing technical support to CREAT3D customers for their 3D printer and related products and services
- To successfully manage our customers' technical queries by providing quick and efficient support in a clear and concise manner, whilst developing and maintaining positive customer relationships

KEY TASKS

This is a wide and varied role with the opportunity to be involved in the following key tasks:

- Provide technical support for the full range of 3D printers, equipment and services to CREAT3D customers
- Manage and respond directly to customer technical queries via phone, email and in-person
- Log and manage customer support queries in an accurate and timely manner using our electronic ticketing system, in line with performance targets
- Identify, research and resolve end users' technical problems and make timely and informed decisions to troubleshoot issues and solve customer technical queries
- Deliver in-person and video training and product demonstrations to customers
- Perform installation, calibration, configuration and commissioning of CREAT3D products at client sites
- Attend customer premises for onsite service, repair, maintenance and upgrade requirements

- Liaise and communicate with our product manufacturers and suppliers to obtain appropriate guidance and authorisation for repairs, replacement parts, warranty claims and technical updates
- Create clear and concise technical guides, instructions and replies in order to successfully resolve customer queries
- Identify upsell opportunities within our customer base
- Build and maintain good relationships with our product suppliers
- Escalate complaints that have a significant impact on customer satisfaction, or those that require input from Management, in a timely manner
- Input into the development of training material, support literature and technical guidance for external and internal customers
- Work closely together with the Technical, Operational, Marketing and Sales departments
- Assist in the creation of content for different marketing materials, newsletters, videos, etc by providing technical guidance where required
- Maintain the required level of product knowledge on our products to enable our customers to be successful. This may involve regular product training and knowledge refresher courses (online or in person)
- Collect relevant technical problem identification information and regularly provide internal feedback on any known issues or key product developments

KEY RESULTS / OBJECTIVES

- Happy customers: successfully manage and resolve customer technical queries in a timely manner with a positive customer experience
- Deliver operational excellence to internal and external clients
- Become an expert in all aspects of our products, and 3D printing in general
- Build technical service documentation
- Manage Ticketing System to required KPI and reporting levels

REQUIRED SKILLS / COMPETENCIES

- Professional & excellent customer care skills, with a desire to develop long-term rapport & strong client relationships
- Problem-solver with strong analytical and planning skills, who can prioritise effectively, make decisions and multi-task
- Excellent communication skills, both verbal and written with the ability to provide clear and simple instructions
- Good organisation skills and ability to maintain Ticketing Systems
- Ability to assess customers' support needs and provide appropriate solutions
- Flexibility to regularly switch between different technical specialities, products and skill sets whilst maintaining a high customer service level
- Ability to thrive on change as products evolve, quickly assimilate and retain new information
- Strong technical aptitude and problem-solving skills
- Ability to travel to client sites and other company-sponsored events

DESIRABLE PERSONAL QUALITIES

- High levels of enthusiasm and a positive attitude to work
- Excellent time management skills
- Ability to use own initiative and work with clients, suppliers and team members at all levels
- Fluent in the English language
- Ability to maintain composure and strong customer focus while troubleshooting and solving issues
- Ability to provide reassurance to customers when delivering product diagnosis and potential solutions
- Have a natural desire and inquisitiveness in new technologies
- High levels of professionalism and conscientiousness
- Full UK driving licence

DESIRABLE EXPERIENCE

- Minimum 12 months Technical Support experience essential
- Management of a team is desirable but not essential
- 3D printer knowledge and experience are desirable but not essential

PROGRESSION OPPORTUNITIES

- In-depth product training will be provided, and the successful candidate will also gain personal development, industry knowledge, experience and exposure
- The successful candidate will be joining a fast-growing business within an expanding industry. Depending on performance, they will have the opportunity to develop the position further into more depth on a particular technical specialism, or progression to team leader or management roles.

Salary and remuneration dependent on skills and experience

Does this sound like you? Email your CV and covering letter to work@creat3d.co.uk