

JOB DESCRIPTION

JOB TITLE:	Technical Support Engineer		
DEPARTMENT:	Service		
REPORTS TO:	Service Department Manager		
SUPERVISION OF:	Not applicable		

JOB FUNCTION (summary of job function in a few sentences)

This position's primary purpose is to be responsible for Technical support to external and internal clients, and the person should have at least five years' experience in the pure water industry and preferably three years knowledge of servicing pure water equipment:

DUTIES AND RESPONSIBILITIES (technical, client focussed, self-disciplined, task completion)

MAJOR RESPONSIBILITIES : Client support for all technical queries.

1. Technical telephone support for all clients.
2. Offer initial response to breakdown and fault calls via phone support with client staff or via modem if available. Should an engineer visit be required after the initial consultation, the support engineer will be responsible for identifying the nature of the fault and the spares required to remedy to enable a first time fix.
3. Generate monthly reports for clients with OPEX support contracts
4. Respond to service inbox technical support requests.
5. Produce technical bulletins for changes to design, parts or build lists of existing equipment, issue all tech bulletins to all relevant team members including the field service engineers.
6. Produce SOP's for service technical tasks.

GENERAL: Technical support relating to all equipment and processes.

- a. Support office schedulers with booking service jobs and assess if a visit requires a site attendance by a service engineer or if telephone support may be advised.
- b. Issue engineers reports to the clients where a service visit/callout has taken place.
- c. Assemble commissioning documents for new plant installs and send to engineers once an installation and commissioning once all has been prepared by the project managers and a date has been booked.
- d. Review any queries associated with water analysis results and discuss with client and make recommendations to rectify any issues. Book an engineer visit to re-take samples where they

have failed to meet standards.

- e. Work with Factory manager and workshop staff to review lessons learnt and suggestions from field service engineers to make changes to components.
- f. Provide holiday and sickness cover to the service desk and service schedulers.
- g. Assist with parts identification from clients wishing to order spares for consumables or equipment components.

PRINCIPAL CONTACTS (internal and external)

Service department manager, Service office manager, Regional engineers, Factory Manager, Clients

EDUCATION/QUALIFICATIONS (essential and desirable)

Either electrical or mechanical engineering qualification - Essential,
 Electrical or Mechanical engineering to ONC or HND - Desirable.
 GCSE or equivalent English & Maths - Essential
 Good IT knowledge & skills e.g., Microsoft office suite (Excel/Word etc)
 Ability to engage and communicate effectively with internal and external contacts in a professional manner

ENVIROGEN COMPETENCES (plus other essential competencies)

Customer Focus
 Self-responsibility and accountable
 Technical knowledge & Professional approach to discussing/answering Client queries. Good technical communication skills
 Ability to read drawings and wiring diagrams
 Fault diagnosis
 Excellence in problem solving
 Able to identify client knowledge level and instruct accordingly
 Teamwork
 To ensure that ENVIROGEN is well promoted and known for their technical knowledge, products and services
 Punctual completion of internal administration and reporting paperwork.

Completed by	Mike Lacey	Approved by	
Job Title	Service department manager	Job Title	
Date	27.01.2022	Date	
Signature		Signature	

I have read the above job description and can confirm that I understand and agree to work to its content.

Name	Signature	Date