

Job title:	Technical Support Coordinator
Department:	TMUK Warrington
Reports to:	Technical Support Team Leader
Responsible for:	n/a
Location:	Warrington Service
Hours of Work:	37.5 hpw
Closing date:	29/11/2024

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.



Job Purpose:

To take the lead on all technical enquiries to maximise service levels both internally and externally in the after-sales department, for all Terberg Matec UK products. Working with the technical support team leader to effectively resolve issues and providing a platform for future knowledge share.

Main Duties and Responsibilities:

- Dealing with technical enquiries, both internal and external to enhance the service department performance and customer experience.
- Analysing technical data through a remote technical support platform.
- Supporting the technical support team leader with advanced queries.
- Identifying and implementing improvements in engineers' performance from data analysis.
- Supporting the daily service desk functions.
- Supporting and developing the remote diagnostic platform to promote a sustainable future.

Accountabilities & Commitments Required:

- To have a strong knowledge on all TMUK products and to be able to demonstrate this through effective technical support.
- To be able to successfully converse with both internal and external customers through various methods (telephone, video call & remote tech support) to enquiry resolution.
- To engage with all stakeholders to provide industry leading technical support.



Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk



Criteria	Essential / Desirable
Knowledge	
• High level of expertise and working knowledge of Terberg Matec UK Products	D
• Detailed software and programming knowledge on control systems	D
• IT Literate	E
• A working knowledge of Terberg Connected Services	D
Experience	
• Experience working on TMUK products	D
• Supporting and leading technical projects	D
• Experience with constructing technical reports.	E
Education / Qualifications	
• Relevant engineering qualification (NVQ or City & Guilds) or equivalent	E
• Intermediate Microsoft office Qualification in Excel/Word	D
Job-related skills & abilities	
• Excellent Engineering skills	E
• Ability to communicate with others effectively	E
• Excellent administration skills	E
• Ability to prioritise workload and work to deadlines	D
Other requirements	
• Ability to work within a close team	E
• Ability & willingness to travel throughout the UK as required.	E
• Full UK Driving License	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____ Employee signature _____ Date _____

Manager name _____ Manager signature _____ Date _____

