



Technical Support Engineer

Role Description:

To provide after sales care and technical support to Nu Heat customers helping to deliver exceptional customer service to both internal and external customers. Ensuring all requests are dealt with in a timely and efficient basis helping to generate repeat business and supporting the business to grow.

Responsible to: Technical Support Supervisor

In this role you will be expected to deliver exceptional customer service to both internal and external customers, whilst developing your skills and abilities to support our customers technically. As a proactive and positive individual you will look to improve the way things are done by identifying improvement measures, in the form of process and guidelines and raising them with your line manager. You are expected to become an acknowledged expert on all Nu-Heat products and their functions as well as having a detailed knowledge of current building industry regulations and legislation.

Key Responsibilities	Activities
<i>Manage Calls and Customer Service</i>	<ul style="list-style-type: none"> • Represent the Nu-Heat brand in all Customer Service communication • Provide internal & external customers with a high level of technical support for Nu Heat products via telephone and email • Provide expertise on related products such as MCS, RHI and Engineer bookings • Ensure all requests are dealt with in a timely and efficient basis • Maintain discretion, ensuring company sensitive information is not discussed directly with customers • Manage your case load ensuring repeat customers are given appropriate priority • Generate repeat business by providing an excellent level of customer service
<i>Design & installation support</i>	<ul style="list-style-type: none"> • Understand the design and operation of all new and existing systems • Advice on the components and spare parts required for all systems. • Provide telephone support for trouble-shooting problems as required • Prepare bills of materials for design systems as and when required • Complete small systems changes as and when required

<p><i>Training and development</i></p>	<ul style="list-style-type: none"> • Take responsibility for being up to date with all elements of the technical training syllabus • Analyse cases and field reports to identify training needs and act on these accordingly • Visit site where required to assist installers, participate in developing your knowledge of installation techniques • Use feedback to support future designs and better understand causes for technical support calls
<p><i>Contribute to company development</i></p>	<ul style="list-style-type: none"> • Take responsibility for ensuring accurate records are kept in Filemaker, NetSuite and any other system used by the business • Actively participate in company meetings and strive to meet the deadlines on any actions set in them • Pass ideas from you or your team where you feel we can improve internal efficiency or our product range through the appropriate channels • Review your performance and identify your development needs through the company's Personal Development Review (PDR) process
<p><i>Our Values:</i></p> <p>Integrity – Doing the right thing to make a difference. Focus on honesty and quality</p> <p>Diligence – Taking care of every details to do things the right way. Focus on detail, accuracy and consistent effort</p> <p>Empowerment – The freedom to challenge, innovate and improve. Focus on continuous improvement with enthusiasm</p> <p>Nurture – caring for our customers and colleagues. Focus on relationships with genuine care</p>	
<p><i>Technical Skill and Knowledge:</i></p> <ul style="list-style-type: none"> • Excellent levels of customer service • Well-developed verbal and written communication • Building Services (plumbing and electrical) industry knowledge would be advantageous • Resilient • Positive with a 'can do' attitude • Strong IT skills • CAD skills an advantage 	