Job Description – Technical Support Lead

JOB TITLE:	Technical Support Lead	**DATE:**	July 2018
DEPARTMENT:	Service	**PREPARED:**	Technical Director
LOCATION:	Aberdeen	**APPROVED:**	Andrew Robins
REPORTING TO:	Technical Director		

1. ROLE STATEMENT

Acting as the focal point for all incoming technical enquiries from our customers around the world whilst adhering to Enerquip's QHSE standards, responsibilities, policies and procedures.

2. MAIN RESPONSIBLITIES

- The first point of contact for both clients and field service technicians regarding any technical issue and concerns.
- Prepare and attend all job briefings prior to Service Technicians being mobilised
- Being an active member of a busy service department, which delivers customer satisfaction at all times.
- Conduct all job de-briefings with Service Technicians on return from client location
- Ensure all documentation is completed from each trip and logged accordingly
- Selecting the correct Technician to match the scope of work
- Assist with the creation and coordination of operating manuals and documentation packs.
- Support the development and increase competency levels of new Service Technicians
- 24 hour support for Field Service Technicians and clients
- Intermittent travel to client locations for specialist work scopes
- Supporting R&D projects through product testing and development
- Responsible for identifying and collating list of spare parts required for client's assets
- Carry out other duties as directed by the Technical Director, Control Director or the Managing Director.

3. KNOWLEDGE, SKILLS, EXPERIENCE & REQUIREMENTS

- Strong knowledge of Torque machines is essential.
- Background in mechanical and hydraulic systems would be advantageous
- Understanding of electronic and software systems would also be advantageous
- Valid driving licence
- Valid passport(s)
- Ability to travel to international locations at short notice
- Excellent administration skills with a high standard of accuracy, consistency and confidentiality.
- Good organisational skills demonstrating an ability to use initiative, prioritise workload and work well under pressure to ensure deadlines and the needs of the business are met.
- Strong customer focus.
- Ability to work as part of a team.
- Computer literate with sound knowledge of MS Excel, Word, and Outlook programs.
- Excellent communication skills, verbal and written.

Signed By: _____ Printed Name: _____Date:_____