

JOB DESCRIPTION & PERSON SPECIFICATION



Job Title: Technical Support Engineer	Location: Rockford Office USA
Department: Technical Support	Contract: Permanent
Reports To: Manager Technical Support – ROW	Direct Reports: N/A

1.0 Job Summary & Role

To provide DSE's external customers with high quality, value adding technical support on the full range of the company's electronic control modules for a wide range of generator and control applications. Including (but not limited to) renewable energy, backup/emergency power, paralleling with the grid, and other complex applications, engine only functions and off highway implementations.

To provide technical support and product development guidance to DSE's internal teams including production, engineering, sales & marketing, test & approvals, and other members of the technical support team.

Training global and local customers, and internal personnel on DSE product and their applications.

Global and local customer visits to assist sales, training, or fault-finding purposes.

2.0 Key Responsibilities & Main Duties

- Providing customers with global technical support (training, trouble shooting, commissioning etc.) via telephone, email, remote desktop sessions (e.g., Microsoft Teams, Zoom, etc) and face-to-face on a wide range of DSE product
- Delivering training sessions on DSE products covering technical functions, applications, and common faults
- Test and confirm reported issues from customers. If confirmed follow the company's procedures and guidelines for remedial action
- Preparation of technical documentation including product manuals and training instructions.
- Proofread technical documents authored by other personnel
- Development guidance to engineering on new and existing product features
- Assisting the test and approval department's comprehensive testing of products
- Technical support to DSE Internal teams including production, engineering, sales & marketing, test & approvals, and other members of the technical support team
- Compliance with internal procedures and documentation
- Submit a monthly report to the global support manager of previous months activities

3.0 Internal & External Relationships

- Liaise with other technical support engineers to better understand existing and new products, and their functionality
- Liaise with the engineering and test & approval departments when clarification is required by those departments or technical support
- Liaise with internal sales and marketing providing assistance where necessary.
- Liaise with the relevant Business Development Manager (BDM) for their region's requirements. Keeping them apprised of developments in their area
- Liaise with DSE distributors, customers, integrators, and end users requiring support



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- Liaise with 3rd party companies within DSE supply chain providing assistance where necessary

4.0 Key Performance Indicators

- Performance against technical support targets
- Consistent effective contributions to all the team's processes and activities, ensuring continuous improvements to the high-quality technical support services provided to DSE customers
- Optimum use of working time through effective time management and communications

5.0 Essential/Desirable Factors

Knowledge	
Essential: • General generator application and system knowledge	Desirable: • Knowledge of a wide range of engines, alternators, governors and AVR's
Skills & Attributes	
Essential: • Excellent communications skills • Confident IT skills • Ability to work at a high level of concentration and commitment • Ability to operate under own initiative as well as possessing strong team working skills • Excellent time management skills	Desirable: • Confident presentation skills • Ability to pick up technical product information • Ability to work in a demanding, fast paced environment
Experience	
Essential: • Recent experience in the generators and the diesel generator industry • Relevant experience in a customer-based environment	Desirable: • Experience of synchronising and load sharing of generators • Experience in paralleling generators to the mains (grid) supply • Knowledge of electrical topologies and distribution both high voltage and low voltage
Qualifications	
Essential: • Educated to a HNC level in Electrical and Electronic Engineering or equivalent by industry experience	Desirable: • Educated to a degree level in Electrical/Electronic Engineering or equivalent by industry experience • Qualifications from engine and alternator manufacturers

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