

JOB DESCRIPTION



Job Title: Technical Support Engineer	Location: Rockford
Department: Technical Support	Contract: Permanent
Reports To: Power Generation Technical Support Manager	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.



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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.

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

Created by	Date Created
John Ruddock Group Support Manager	15 th March 2021

