

## JOB DESCRIPTION



<b>Job Title: Technical Trainer</b>	<b>Location: Head Office, Hunmanby</b>
<b>Department: Technical Support</b>	<b>Contract: Permanent</b>
<b>Reports To: Group Technical Support Manager</b>	<b>Direct Reports: N/A</b>

### 1.0 Job Summary & Role

To create the company's training content for both internal and external stakeholders, ensuring consistent content is delivered by all presenters.

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

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.

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

### 2.0 Key Responsibilities & Main Duties

#### Design Training Content

- To work with our Technical Administrator to provide content ready for preparation of training material.
- Support BDM with sales content for online delivery.

#### Training

- Delivering training sessions on DSE products covering technical functions, applications, and common faults.
- Delivering technical seminars to key groups
- Liaising with marketing to bring content to online platform

#### Technical Support

- 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.
- Test and confirm reported issues from customers. If confirmed follow the company's procedures and guidelines for remedial action.
- Development guidance to engineering on new and existing product features.
- Proofread technical documents authored by other personnel.
- Assisting the test and approval department's comprehensive testing of products.



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- 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.

### Internal & External Relationships

- Liaising with our technical administrator and marketing to bring content to online platforms
- Liaise with technical administrator and internal sales and marketing providing assistance where necessary.
- 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 the relevant Business Development Manager (BDM) for their region's requirements. Keeping them appraised of training material.
- Liaise with DSE distributors, customers, integrators, and end users requiring support or training material
- Liaise with 3<sup>rd</sup> party companies within DSE supply chain providing assistance where necessary.

### 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 training material and technical support services provided to DSE customers.
- Optimum use of working time through effective time management and communications

### 3.0 Essential/Desirable Factors

<b>Knowledge</b>	
Essential: Knowledgeable in generator controllers and electrical systems.  Content creation processes.  Training techniques.	Desirable: PLC ladder logic
<b>Skills &amp; Attributes</b>	
Essential: Ability to engage with and present to stakeholders at every level.  Good personal charisma and networking ability.  Excellent customer facing skills.	Desirable: Fault finding.



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<b>Experience</b>	
Essential: Presenting training material to various group sizes.  Creation of compelling and standardised content.	Desirable: Customer support.
<b>Qualifications</b>	
Essential: HNC Electrical and Electronic Engineering or equivalent  OR  Technical Background (effectively Qualified by Experience in Electrical or Electronic Engineering)	Desirable: Relevant training qualifications

**This information has been discussed and agreed with the employee:**

**Job Holder**

<b>Signature</b>	<b>Print Name</b>	<b>Date</b>
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**Line Manager**

<b>Signature</b> John Ruddock	<b>Print Name</b> John Ruddock	<b>Date</b> 29/07/2021
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Created by	Dated Created
John Ruddock Group Technical Support Manager	2 <sup>nd</sup> August 2021

