

<b>Job Title:</b> Technical Support Engineer – Apprentice	<b>Location:</b> Head Office, Hunmanby
<b>Department:</b> Technical Support: DSEControl	<b>Contract:</b> Permanent
<b>Reports To:</b> DSE Control Technical Support Manager	<b>Direct Reports:</b> N/A

## 1.0 Job Summary & Role

### Training to be provided to achieve role requirements.

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 control applications. Including (but not limited to) renewable energy, 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.

***This role will have a relevant apprentice programme provided running alongside – the successful candidate will be required to attend college one day per week. Following completion of the initial course further opportunities for academic development will be available for the candidate including opportunities up to degree level.***

## 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 products.
- 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.



## JOB DESCRIPTION & PERSON SPECIFICATION



- 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 DSEControl Technical 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 Area Sales Manager (ASM) for their region's requirements. Keeping them appraised of developments in their area.

Liaise with DSE distributors, customers, integrators, and end users requiring support.

Liaise with 3<sup>rd</sup> 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: <ul style="list-style-type: none"><li>• Maths</li><li>• English</li><li>• Science Subject</li><li>• (Some Engineering Knowledge an advantage)</li></ul>	Desirable: <ul style="list-style-type: none"><li>• Knowledge of electrical control panels</li><li>• Programmable Logic Controllers (PLCs)</li></ul>



## JOB DESCRIPTION & PERSON SPECIFICATION



Skills & Attributes	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Good communications skills</li> <li>• Confident IT skills</li> <li>• Demonstrate a positive and enthusiastic attitude.</li> <li>• Ability to operate under own initiative as well as possessing strong team working skills.</li> <li>• Communication Skills</li> <li>• Willing to learn and continue learning throughout the role.</li> <li>• Genuine interest in role</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Confident presentation skills</li> <li>• Ability to pick up technical product information.</li> <li>• Ability to work in a demanding, fast paced environment.</li> <li>• Ability to work at a high level of concentration and commitment.</li> <li>• Ability to operate under own initiative as well as possessing strong team working skills.</li> <li>• Excellent time management skills</li> </ul>
Qualifications	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Maths &amp; Physics GCSE or equivalent</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Educated to a degree level in Electrical/Electronic Engineering or equivalent by industry experience.</li> <li>• Qualifications from PLC manufacturers</li> </ul>

Created by	Date Created
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