

JOB DESCRIPTION



Job Title: Technical Administrative Assistant	Location: Head Office, Hunmanby
Department: Technical Support	Contract: Permanent
Reports To: Group Support Manager	Direct Reports: N/A

1.0 Job Summary & Role

To provide assistance to DSE's technical support team.

Filtering incoming calls and emails to relevant personnel.

Provide administrative support to customers in technical matters.

To support the Technical Training Team with preparation of materials and organising training.

2.0 Key Responsibilities & Main Duties

- Providing assistance to DSE technical support team
- Act as a first line of support, filtering phone calls and emails to relevant personnel.
- Provide administrative support to customers in technical matters.
- Provide technical assistance to support engineers administrative matters.
- Assist and support administrative managers with their daily tasks
- Create technical support's monthly report.
- Organize and schedule administrative meetings with technical persons.
- Maintain and manage technical task list in an organized manner.
- Organise travel to the UK technical support team.
- Support technical authoring procedure.
- Compliance with internal procedures and documentation.
- Support our Technical Trainer by organising technical seminars to key groups ready for delivery
- Liaise with marketing to bring content to online platform
- Create and maintain a standard presentation for consistent content delivery.

3.0 Internal & External Relationships

Liaise with technical support engineers to better understand existing and new products, and their functionality.

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: Business systems including MS Office, advanced skills in Powerpoint and Word Previous experience of administration in a technical department, ideally within electronics/manufacturing	Desirable: Experience of supporting technical documentation Experience of supporting Training Administration/Co-ordination Working with technical specifications / authored documents
Skills & Attributes	
Essential: Highly organised. Good communicator. Good time management.	Desirable:
Experience	
Essential: Experienced in a team organisation role.	Desirable: Working across different time zones.
Qualifications	
Essential:	Desirable:

Created by	Dated Created
John Ruddock Group Technical Support Manager	2 nd August 2021

This information has been discussed and agreed with the employee:

Job Holder

Signature	Print Name	Date
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Line Manager



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Signature John Ruddock

Print Name John Ruddock

Date 28/07/2021

Created by	Date Created
John Ruddock Group Support Manager	28 th July 2021

