



JOB DESCRIPTION

Job Title:	Technical Helpdesk Engineer
Department:	Service
Hours of work:	Between 7am - 5pm on a 3-week rota shift (early, middle and late) Weekend cover will apply on a rota basis
Company / Division:	Whale/Aftersales
Reporting to:	Service Office Manager
Main job purpose: Provide timely and accurate technical assistance, for field and workshop-based employees, using both remote and hands on methods where required. Support customers with basic diagnostics and provision of information where required. Assist internal departments with the creation of estimates and quotations relating to product repairs or maintenance.	
Key duties and responsibilities: <u>Technical Support</u> <ul style="list-style-type: none">• Be the first point of contact for technical support enquiries via phone or in person.• Provide professional and accurate support to engineers and customers.• Ensure all support calls are logged and concluded in a timely manner.• Maintain accurate files and notes relating to product and support calls received.• Identify common failure modes and work with relevant departments to improve the product.• Support the Service Office team on technical matters where required.• Review tank test and job sheet reports to offer support on the technical content. <u>Administration</u> <ul style="list-style-type: none">• Creation of detailed estimates and quotations.• Provide support regarding parts required for repairs and timescales for job completion.• Provide feedback to the line manager regarding engineer development requirements.• Directly provide hands on technical training where required to support theoretical learning.• Ensure required software is installed on engineer laptops and working fully where required.• Always utilise internal systems effectively and accurately.• Support Warranty meetings where required based on evidence of in life failures.• Provide detailed findings and trends on identified failures.• Support the Service Office team during busy periods.• This job description is not an exhaustive list of responsibilities to be undertaken and you may be required to carry out other duties, which are felt to be reasonable and commensurate with the role. <u>Personal focus</u> <ul style="list-style-type: none">• Positively support and promote Whale Tankers internally and externally.• Ensure business values, behaviors, and processes are always adhered to.• Maintain own skills, competence and knowledge on products and evolving technologies.• Attend company and external training courses, seminars and shows where required.• Manage own diary and training needs where required effectively.• Ensure you comply with all required Safety, Health, Environmental and Quality processes	

**Skills, Qualifications and Experience required:**

- Previous experience of technical support or engineering role.
- Extensive working knowledge of product.
- Solid understanding of real-life vehicle operation.
- Technical qualification in an electrical or mechanical field.
- Proactive and possession of strong interpersonal and research skills.
- Flexible attitude, with willingness to travel where required.
- Competent to produce professional looking documentation where required.
- Ability to work on your own initiative and be self-motivated.
- Computer Literate including all MS Office Applications.
- Excellent attention to detail.
- Willingness to challenge and adopt change in current processes.
- Ability to work under pressure and prioritise workload.

Regular interactions required for job role:

- Customer service team
- Human Resources
- Directors
- Internal departments
- External customers and suppliers

Measurement - Key Performance Indicators:

- Warranty data provided in line with internal and supplier requirements.
- Reduction in warrantable failures through product improvement or education.

This Job Description is a specific description of the job role created in line with job requirements and Whale Tankers Ltd. policies and procedures.
Copies of these documents are available from your Line Manager.

«ApplicantFirstname» «ApplicantSurname»

Signed

Date