

## **Job Specification**

Job Title: Technical Support Engineer

Responsible to: Engineering Manager

Date: February 2024

Engines Plus is seeking a person to join our small team based in Quedgeley. This is a varied role, but you will be part of a small company looking to ensure we offer our customers a high quality level of service.

### **Job Function Summary**

- Part Interpretation, working closely with Sales Administration on parts sales.
- Technical questions across all products, including servicing questions, technical service data, operational issues of products.
- Diagnosing customers problems over the phone and helping customers.
- Working with dealers and trade customers as key support in the office.
- Offer customer visits on site, for warranty repair, service repair, as and when needed, which will require UK travel, occasional weekend work and staying away from home.
- Assisting with warranty call outs, arranging engineers, etc

### **Marine and industrial applications**

The person needs to have the ability to carry out the following duties.

- Provide sound technical advice to OEM's and their teams.
- Work with the EPL Staff and line manger to source and communicate.
- Assist with Production and service-related issues in the field – warranty identification and repair.
- Assist at Company Exhibitions.
- Run Training courses at Quedgeley or at site for Customers, Dealers and OEM's
- Attend meetings with Suppliers and Engine manufacturers, as required. This may include oversea travel.
- Keep colleagues up to date of any major changes that might affect our business.
- Attend regular technical meetings at Quedgeley as required.
- Work with Engineering manager and Sales teams on application testing, supporting OEM staff, organising appointments/ reviews as required through to sign off, in conjunction with staff from Engines Plus Ltd.

### **Subsidiary Tasks**

- To assist sales team and provide technical application support for all products offered by Engines Plus to end users and OEM technical staff.
- Assist with setting up/dismantling and manning exhibition stands.
- To report to EPL on new trends seen within the market
- Ensure your product knowledge is kept up to date, across all products.
- To deliver high standards of customer care by
  - Answering telephones promptly and politely
  - Responding to customers enquires, questions, and demands.
  - Acting in an honest and ethical fashion

- Presenting a professional image at all times
- Manage your time and costs effectively.
- To undertake any other duties which may be required by Engines Plus Ltd

### **Person Specification**

#### **Personality & Aptitude**

- Customer Focused with high energy and a smile.
- Able to assess risk and work safely at all times, even in unfamiliar environments.
- Versatile and able to be flexible in their work, self-motivated, organised.
- Able to Problem solving, considering all suitable options.
- Able to work independently, be proactive, but also work as a team and take guidance when required.
- Eye for detail and to question/ challenge
- Able to understand the Customer needs and requirements without compromising EPL Ethos or profit. Commercial awareness.
- Able to build relationships with customers and principal suppliers at all levels.
- Dress according to the day's requirements e.g., smart, casual, or work clothes
- Flexible approach to work, with ability to travel when needed, sometimes at short notice
- Willingness to learn and develop skills

#### **Technical**

- Good understanding of diesel engines and generators, both mechanical and common rail, etc
- Good communication skills verbal and written.
- Ability to read drawings, wiring schematics and discuss with technical staff at all levels.
- Electrical fault finding and diagnosis.

#### **Desirable but not essential.**

- Familiar with scan tool type software for ECU fault finding diagnosis and repair.
- Knowledge of electric/ hybrid drive technology, solar and battery marine systems
- Marine propulsion and generation drives
- Experience of data logging applications and manipulation of data in excel.

The person must have good knowledge of Microsoft office, and it is desirable to have an understanding of Iris Exchequer or equivalent. Training will be given on the relevant areas of the business and systems that we use.

This job is based at the office in Quedgeley, Gloucestershire, with some travelling around the UK, which you must have a full UK driving licence.