
Customer Support/Service Engineer

JOB DESCRIPTION

(Released: January 2024)

Thermoteknix, a growing but well-established company based in North Cambridge, is looking for an exceptional **Customer Support/Service Engineer** to support the company's products in the field and to commission systems worldwide as required.

Thermoteknix is an award-winning innovator and manufacturer of night vision and thermal imaging equipment for Industrial applications, military, defence, security and law enforcement. Celebrating more than 40 years of business success, the company continues to expand alongside demand for its award-winning and ground-breaking technology.

The Role

This role will suit a candidate with strong technical ability, who is comfortable with customer-facing responsibility and who is also able to gain a detailed technical understanding of the company's products. Comprehensive product training will be undertaken by the successful candidate.

Candidate

The ideal candidate will have:

- A background that demonstrates broad technical knowledge and experience and an ability to carry out logical fault diagnosis of electro-mechanical systems.
- The ability to complete accurate reports.
- An understanding of software applications is desirable although good general I.T. skills are mandatory.
- Good customer facing skills, as well as the ability to deliver operation and maintenance training on the company's products.

Work Profile

The work is based around the company's Industrial thermal imaging systems that are installed worldwide at many customer sites. The role involves travel, potentially at short notice, with trips being typically 1 - 2 weeks in duration (longer trips may sometimes be necessary). Field based commissioning and service activities will make up approximately 25% of the role, with the remaining time spent working from the office. The work will include visits to new and existing customers to commission new systems, carrying out service activities and delivering system training. The office-based portion of the role will involve providing support to customers and updating technical and procedural documentation. Carrying out the role will demand organisation, resourcefulness and flexibility. Occasional lone working, with limited field and remote support, should be expected. A good telephone manner, good communication skills and a flair for problem solving/decision making are required.

Role requirements

- HNC or above in Electrical/Electronic or Mechanical engineering is highly desired, although experience in a similar role will be taken into account.
- Previous experience in international servicing and commissioning activities. Preferably in an industrial environment.
- A willingness to travel worldwide is essential.
- Commissioning activities may sometimes require working at height and the successful candidate must be comfortable with this.

WE ARE ONLY ABLE TO CONSIDER CANDIDATES WHO HAVE THE RIGHT TO WORK IN THE UK

For more information, please email your CV and a covering letter to:

Recruitment

Thermoteknix Systems Limited

Email : recruitment@thermoteknix.com

www.thermoteknix.com