

Technical Support Engineer – AL & HC Blyth

Overall Job Purpose:

To provide timely and accurate support to our customers, finding solutions to their technical problems.

Key Responsibilities:

- Answering phone calls offering first line support to customer queries for both Assisted Living and Health Care
- Provide advice and support to existing and new customers while building and maintaining strong relationships with existing and new customers
- Ensuring phone calls are answered on time following the company's window frame
- Liaising with both service support and customer enquiries via email
- Offer support to Field Engineers and third parties on technical issues when needed, as well as maintaining strong relationship with them
- Troubleshoot technical problems, as well as diagnose reported issues
- Create internal reports of technical queries for quality purposes
- Measurement and reporting of internal KPI's
- Conduct product training sessions (for customers and Legrand field engineers)
- Liaise with our Business Development Managers and Regional Sales Executives maintaining strong relationships with them
- Assisting the team with additional duties when required
- Always abide by and actively promote the Legrand Group Values and Code of Ethics

Job Competencies/Key Skills:

- Product knowledge in the areas of Warden Call, Nurse Call, At Home Alarms, and Door Access Control systems
- Excellent customer services skills: telephone manners, patient, positive, empathetic, confident, professional
- Strong written and verbal communication in English
- Ability to work under pressure and respond quick to critic situations
- Previous experience in a similar role
- Ability to deal with customers, team members at all levels and third parties
- Tech savvy – ability to learn the functionality of new products in a short period
- Team player with a desire to help others
- Computer literate – good knowledge of Microsoft Office, Salesforce and Office 365
- Well organised, able to manage multiple tasks
- Be self motivated and able to work in a demanding environment

Conditions:

- Reporting to: Scott Robinson – Customer Services Manager
- Hours: 37.5 hours per week
- Base Location: Blyth - Quay side – NE24

Applications by CV and covering letter to:

Scott Robinson – Customer Services Manager (scott.robinson@legrand.co.uk)

Closing Date: Friday, 20th September 2019

Legrand UK is committed to Equal Opportunities and Diversity