

Position Description

Position: Technical Customer Support
Department: Marketing
Reports to: Customer Technology Manager
Direct Reports: None

Position purpose:

The Technical Support role is a key part of the Enatel Marketing team reporting to the Customer Technology Manager.

The support required for this role is in respect of our portfolio of motive power electronics products specifically our battery chargers and accessories for material handling equipment. Therefore, an understanding of electrical and/or electronics products (software and hardware) is required.

You will be responsible for assisting in the successful growth of Enatel business by ensuring that our customers and colleagues are supplied with the best service and technical support of our products.

Key responsibilities:

- Create, review and validate documentation to a high standard.
- Develop training material and present training programs internally and externally as required.
- Respond clearly and effectively to technical support enquiries.
- The capability to support Tier 1 and Tier 2 technical support, managing as many enquiries as possible and then directing to appropriate technical support within the business.
- Participate in standing NPI meetings.
- Speaking directly with customers or distributors regarding issues and working effectively towards solutions.
- Create and contribute to customer data keeping and reporting, including managing an enquiry and support database, sales forecasting, reporting on issues, trends and other sales operations metrics as required by the business.
- Keep abreast of production test failures and work closely with production staff on resolution strategy and solutions for customers.
- Work with design and manufacturing engineers as required.
- Assist with development and deployment of prototype products and systems.
- Assist customers placing orders.
- Travel and provide onsite support to customers (both domestically and internationally).
- Generate customer service or product life-cycle notices when necessary.

Quality/Productivity:

- Ensure Enatel products achieve a level of quality and customer service that impresses the market segment, from design concept to acceptable product field failure rate.
- Do follow-up and improve productivity by highlighting deficiencies and recommending change in tools, training, processes, reporting, and employee engagement based on your experiences and knowledge
- Present and analyse trends in customer feedback/issues that may assist quality improvements.

Customer service:

- Responding promptly to all customer queries.



- Ability to present training material to key customers.
- Presentable and works well with customers.
- Excellent spoken and written communication.
- Has a strong customer focus.

Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

Key Relationships:

Internal	External
• Engineering	• Customers
• Production	• Distributors
• Product Managers	• Field Engineers/Technical Support Teams
• Purchasing	•
• Dispatch	•
• Quality	•
• Sales	•

Person Specification:

	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning Agility - the ability to learn quickly in a new environment. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs, and acts in line with those values at all times. 	

Skills, Experience & Knowledge	<ul style="list-style-type: none"> • Safety-First approach. • Exceptional customer service skills. • Excellent written, verbal and listening communication skills. • Excellent analytical skills. • Process knowledge, NPI and development. • Strong mechanical and electrical aptitude essential. • Strong attention to detail and a high level of accuracy. • Strong time management skills with the ability to prioritize workload effectively. • The ability to remain calm under pressure. • A high level of initiative and problem-solving skills • Efficient worker who can close jobs in a timely manner and consistently ensures loops are closed and issues resolved. • Minimum 3 years' experience in a related function is required, and strong technical background. 	<ul style="list-style-type: none"> • Follows up to ensure satisfactory resolution. • Ability to "pitch" a presentation appropriate for a technical or a non-technical audience in an engaging manner. • Familiarity with software development processes and basic networking and remote administration of Linux systems would be an advantage.
Qualification / Licenses	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Applicable tertiary qualification would be an advantage.