

Customer Support Engineer - S00002 Coventry UK



water

oil & gas

power & utilities

process control

environmental



**UNITED KINGDOM
Coventry**

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Applications should be made in writing, enclosing a copy of your CV, to:

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Summary

Customer Support Engineers would usually have the following qualifications: HNC Electrical Electronics, Software or similar and or would have at least 3 years experience in a similar field. Their main responsibilities are listed below. This list is not exhaustive and they may be asked to perform other tasks which their manager feels they are able to do.

Main Responsibilities

- Attend and conduct meetings, both internal and with clients where required
- Liaise with customers
- Actioning System Incident Reports to conclusion
- Recognising sales opportunities, helping to turn an opportunity into

business and liaising with the Sales Department

- Fulfilling the role of Duty Engineer
- Telephone Support
- Modem Support
- Site Support
- Out of Hours Support

Skills/ Competencies Required for the Job

- Knowledge of all Serck hardware i.e. (2000M, to latest i.e. PX24, Enet)
- Knowledge of Windows, XP, NT, 2000 etc SCX6, SCX5, knowledge of VMS, VAX & DEC Alpha would be an advantage
- Ability to work individually without supervision
- Ability to be part of a team
- Ability to work to deadlines
- Good communications skills
- Flexibility
- Full UK driving licence