

TECHNICAL SUPPORT ENGINEER

OVERVIEW

Due to continued expansion Star GB require an experienced Technical Support Engineer to join their customer support team.

Reporting to the Service Manager the role is office based at our Derby headquarters.

Experience of Fanuc control systems and working on multi axis CNC lathes is essential.

The candidate must have strong mechanical and electrical knowledge and be able to diagnose machine and control faults remotely. The candidate must be self-motivated, be able to work on their own initiative and within a team when necessary. Efficient time management is vital. In addition, effective communication and IT skills are also essential.

Sliding head experience is not essential as extensive product training will be provided.

RESPONSIBILITIES

A Technical Support Engineer's responsibilities include:

- ✦ Providing day-to-day support to the service / spares departments
- ✦ Providing customer support via phone / email
- ✦ Arranging engineer visits to customers
- ✦ Generating internal engineer visit sheets
- ✦ Generating service contracts
- ✦ Managing the delivery / collection of repair equipment
- ✦ Managing suppliers / sub-contractors
- ✦ Generating service department support documentation



BENEFITS

The successful candidate's remuneration package will include the following:

- ✦ Competitive basic salary
- ✦ Excellent sales-related bonus scheme
- ✦ Pension
- ✦ Company car
- ✦ Life assurance
- ✦ Private healthcare (can include partner and dependants)
- ✦ Mobile smartphone & laptop
- ✦ 25 days holiday + statutory