

Job Title:	Technical Support Engineer (Gas and Water)	Travel Required:	Travel throughout the UK. 2-3 nights away per week
Department/Group:	Technical Support	Position Type:	Full Time
Location:	Commutable to Harrogate	Area	UK
Salary Range:	£30,000 - £35,000 (Skill dependent)	Work Pattern	Monday – Friday
HR Contact:	Fiona Bradley	Equipment	Van / Mobile/ Laptop /iPad /PPE
Will Train Applicant(s):	Yes	Issues	January 2023

Applications

Please email your CV and a covering letter as to why you think you are suitable for this role.

Please include salary expectations and reasons for leaving your current role

hr@synthotech.co.uk

Please put the Job title in the subject box

Job Description

Overview: *This position offers the successful applicant an exciting, challenging and interesting role covering a wide range of activities within an innovative engineering company with a proven history of design, development, manufacture and supply services to the utility and infrastructure industries worldwide. The role includes customer product training, live water and gas surveys, robotic surveys, remediation of gas network assets and field trials.*

The location will be home based working nationally with frequent short spells at our UK head office facility in Harrogate, North Yorkshire

A development programme will assist the candidate to be able to complete the training required and to ensure continuous progression within the role

Role and Responsibilities:

1. Learn the Synthotech product range and become an expert in knowledge and application
2. Provide total customer support from a customer focused business.
3. Provide telephone customer support
4. Provide on-site customer support
5. Provide on-site problem solving, repairs and lateral thinking
6. Provide customer demonstrations
7. Provide support at exhibitions and conferences
8. Production and repair support
9. Administer structured training courses of products to customers
10. Conducting technical product presentations to clients
11. Work with the Engineering team to input into design work the practicalities of working on site. Assist them with their concept designs to understand the restrictions of working on site.
12. Identification and recording of technical & marketing information concerning new product development opportunities.
13. Be the in-house expert on Synthotech new products being developed by Engineering and their applications; and be able to transfer the information to the wider business including production, Sales & Marketing teams.
14. Assist with the completion of documentation for field trials with customers such as but not limited to Risk Assessment, Method Statements, Safe Systems of Work, G23.
15. Assist in writing the technical manuals for products
16. Be the liaison for field trails with all customers & the Engineering teams to trial new innovative products.

17. Management of your company vehicle, ensuring that mileage, servicing and maintenance is completed regularly to ensure the safety of yourself and other road users.
18. Work within and take ownership of the PAS99, ISO9001, ISO14001, ISO45001 processes
19. Complete and pass courses as part of prequalification for the role:
 - SHEA Gas safety Passport
 - NCOG1 Network Construction Operations Level 1 Gas (City & Guilds)
 - NCO2GM/GS Network Construction Operations Level 2 Gas (City & Guilds)
 - Ground Support Excavation / Deep excavation awareness course
 - Low risk confined spaces course

As a Technical Support Engineer, you will need to:

- Be a team player, willing to go the extra mile to maintain excellent customer satisfaction
- Be self-reliant although home based, nights away during the week will be required
- Operate as a standalone support engineer.
- Be forward thinking and always looking for new business opportunities
- Be able to present your ideas in a logical manner
- Have excellent communication skills and be happy to speak in front of groups of people
- Have an interest in product development
- Have a full clean driving licence
- Appropriate fitness level to operate in the field

Qualifications and Education Requirements:

- NCOG1 Network Construction Operations Level 1 or above Gas (City & Guilds) (preferred)
- Network Construction Operations (Water)
- Gas or Water Apprenticeship completed
- Apprentice /Trade /HNC /HND / Degree in Mechanical or Electrical Engineering

Preferred Skills

- Gas, water or engineering industry experience
- Able to develop a rapport quickly with customers, adopting a friendly confident approach
- Desire to deliver high levels of customer service
- Good IT skills including the ability to use MS Word/Excel/Outlook using an accountancy package
- Good numeracy skills, at ease working with numbers
- Able to communicate clearly and effectively in all forms of written correspondence
- Well organized and able to multi task
- Understand the needs of others and demonstrate willingness to help and work flexibly
- A flexible approach and able to thrive in a changing environment
- Enthusiastic and able to take the initiative

Last Updated By:	04/01/2021
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