



Job Description

Job title: Customer Support Engineer (Routers)

Location: Reading

Department: Customer Service

Reports to: Support Manager DNH

Main Purpose of Job

To provide technical support to customers and partners across all products within the Snell range to ensure that key objectives are achieved, whilst continually improving customer experience.

Main Functions & Responsibilities

The Support Engineer is responsible for the logging support issues by phone and email. All customer enquires should be entered into the Snell service system and dealt with in a technically proficient and professional way. The processing of warranty replacements and the repair of customer units. Regular inventory tasks such as transferring stock, stock takes, and processing stock as part of the service order process.

- Understand issues, at a systems level, where Snell equipment is integrated within the broadcast system.
- Be able to diagnose faults on systems and offer appropriate solutions
- Travel to the customer sites to offer direct technical support as required
- Escalate customer issues to the support specialist and to management as appropriate
- Provide an efficient and timely customer repair service by logging the repair, generating RMA numbers and carrying out the repair where appropriate.
- Install and commission Snell Router products and integrate into the customer infrastructure.
- Provide engineering training to partners and customers
- Create custom Router Databases to suit customer's applications.

Qualifications / Knowledge / Experience

Broadcast experience is desirable covering the operational and technical aspects of television production. Previous experience with customer service or support.

- Self motivated and with an appreciation of customer service.
 - Able to work unsupervised and prioritise customer issues.
 - Good standard of spoken and written English, experience of customer communications by email and telephone to a high professional standard.
 - Working knowledge of Video standards and the practical use of Video waveform monitors and Audio test equipment.
 - A Technical qualification in Electronics, Broadcast, or Computing
 - A working knowledge of PC technologies, Microsoft Word, Excel, Networking, etc
 - Knowledge of SQL
 - Travel to customers within the region and to the UK as required
 - Work within the regional office team and assist where required
 - Capable of 'self-learning' to expand product knowledge, keep up to date on new products, and new projects.
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Contacts

Internal

- Service and Support Team
- Production, Sales,

External

- Regional customers
- Dealers/Partners

Additional Information

- Travel Worldwide as required

Performance Standards

- Mutually agreed objectives, reviewed at 1, 3 and 6 months following commencement of employment
- Yearly performance appraisals with agreed objectives

To apply please forward you're CV, covering note and salary details to laura.powell@snellgroup.com

Person Specification

Role title: Customer Support Engineer	Location: DNH
Department: Customer Service	

Skills, Experience and Knowledge	Requirement	Tested By
Good planning and organisational skills	Essential	Interview
Good analytical, problem solving, fault finding and documentation skills	Essential	Interview / Practical Test
General knowledge of broadcast technology and video standards	Essential	Practical Test
Technical knowledge of broadcast specifications and practices	Desirable	CV / Interview



Personal Qualities:	Requirement:	Tested By:
Excellent communication skills (written and verbal) - Ability to communicate at all levels and establish good working relationships	Essential	Interview
Proactive and positive in approach	Essential	Interview
Self motivated, innovative and open minded	Essential	Interview
The ability to self learn from company resources to keep up to date on new products		

Qualifications:	Requirement:	Tested By:
Degree level qualified (Preferably Broadcast background)	Desirable	CV / Interview

Other:	Requirement:	Tested By:
Willingness to travel worldwide	Essential	CV / Interview