

TECHNICAL SUPPORT ENGINEER

JOB REF: 0540

Our client is a global business who designs, manufactures and exports worldwide an extensive range of material handling equipment. The company operates from multiple locations worldwide and has been providing handling solutions for more than 80 years. The company are now looking for a Technical Support Engineer to join their product support team.

Job Purpose

We are looking for a dynamic individual who is willing to use their electrical knowledge to enhance the technical support to the dealers. They will use their skills to troubleshoot technical issues, using electrical schematics and a wide range of technical information available on the internal systems.

Responsibilities:

- Become highly specialised on forklift truck electrical, mechanical and hydraulic systems through in-depth training courses
- Be a primarily office-based technical consultant to our network of dealers across EMEA, providing specialist troubleshooting advice and information to assist repair activities, whilst promoting quality standards
- Working within an International environment, consulting with internal departments based in Europe, USA, Asia and South America to identify potential solutions and ensure effective handover of information for corrective action for customer issues
- Track open issues, allocating agreed corrective actions and provide feedback to dealers and HYG Field team
- Travel occasionally to dealers (primarily in Europe) to provide on-site consultation on technical issues
- Provide technical assistance to Warranty, HYG Field team and Supplier Quality groups where appropriate and required.
- Build strong working relationships and maintain high quality of communication with international dealer network.

Person Specification

Essential criteria:

- HND/Degree in a relevant Engineering discipline, or equivalent qualification.
- Experience on Electrical / Mechanical Troubleshooting, Engineering and/or Product Improvement.
- Ability to interpret Engineering Drawings.

Desirable criteria:

- Degree in Electrical Engineering, or equivalent qualification.
- Experience of automotive systems such as CANbus, vehicle sensors, etc.
- Experience of interaction with customers from other countries and cultures.

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.

DATA PROTECTION

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