

**West Control Solutions, Brighton**

**JOB TITLE:** Applications & Technical Support Assistant

**REPORTS TO:** Technical Support Team Leader

**PEERS:** Customer Service and Technical Support teams, Internal & External Sales Team

**RELATIONSHIPS:** Marketing, Finance, Internal & External Sales Teams, Purchasing and Production, R&D, Service Departments, Customers, Distributors, End Users

LOCATION: Brighton

**SUMMARY OF POSITION:** To provide pre & post sales technical support and application advice on all products marketed by West Control Solution (WCS).

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| **KEY RESPONSIBILITIES:**  (List in order of importance the most definitive duties (actual tasks) for which the candidate will be responsible. Be as specific and concrete as possible in describing these tasks) |
| * Provide English language support to customers, distributors, sister companies, external sales, internal sale and other departments at West Control Solutions. * Work with the sales and support teams in Germany, USA, China and elsewhere to extend the support for WCS products worldwide. * Maintenance of customer support issues database (CRM) and KPI monitoring. * Assist with the generation & maintenance of product manuals and other technical documentation * Promote additional sales by providing excellent and timely support and advice to existing and potential new customers. * Assist with handling of customer complaints. * Work closely with customers and the WCS Service Depts. Assist in reporting of product fault descriptions based on the data recorded during support issues. * Investigate, test and report on potential product problems. Work with R&D and customers to correctly identify the issue and verify its validity. * Assist R&D with new product development. Particularly product testing & evaluation, ease of use, and required features based on customer feedback. * Occasional customer site visits for on-site support or to assist the sales teams when visiting customers. These could be in the UK, or elsewhere in Europe. * Conduct training courses for customers and other WCS staff at our own or the customer’s facilities. * Assist Internal Sales with technical aspects of their sales leads * Provide backup support to the customer service team as required. This may include answering the telephone, entering or checking orders. |

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| **FIRST SIX MONTHS EXPECTATIONS**  (List in order of importance the position objectives & measurements associate will be expected to deliver within the first six months of employment. Be as specific and concrete as possible in describing these tasks) |
| Gain sufficient product and application knowledge in order to be able to resolve technical enquiries from internal and external customers  Know how to use the CRM system  Be able to quote price and delivery accurately from price list. |

**POSITION QUALIFICATIONS**

| Attribute/Skill/Experience | Weight Scale: 1- 10 10 = Must Have |
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| High level English language skills, both spoken and written are essential, including the ability to converse and write about technical subjects. | 10 |
| HND (minimum) in an Engineering discipline / or 3+ years of relevant experience in technical support or technical sales, ideally in temperature / process control instrumentation | 10 |
| Excellent numeracy skills | 8 |
| Interfacing with PLC / HMI / SCADA etc over serial communication knowledge (Modbus RTU, Modbus TCP, DeviceNet, Profibus) would be an advantage. | 6 |
| Experience using Microsoft Windows operating system and Microsoft Office. | 9 |
| Experience of handling customers by phone | 7 |
| Experience of interaction with Customers in a support or sales environment | 5 |
| Prioritising and problem-solving skills | 9 |
| Ability to build and maintain positive working relationships | 8 |
| Must be eligible to work in the UK without restrictions passport and clean driving licence are essential. | 10 |

**FIT FACTORS**

| Attribute/Skill/Experience | Weight Scale: 1- 10 10 = Must Have |
| --- | --- |
| Tenacity/Do What It Takes | 8 |
| Effective Time Management and Personal Organization | 8 |
| Do It Now/Time Is the Enemy | 8 |
| Continuous Improvement, Don’t accept the status quo | 8 |
| Traction Counts, Make an Impact | 7 |
| Tactical and Strategic | 4 |
| Details Count | 10 |
| Get the Numbers – Results Count | 10 |

**Personal Trait Profile**

* Analytical mind, good at problem solving.
* Courteous at all times, to both internal and external customers
* A Team Player
* Timeliness, with a sense of urgency.
* The ability to work in a fast moving, changing environment yet always keeping sight of the customers’ needs.

**Scope and Impact of Position Responsibilities**

The Applications & Technical Support technicians are often the only direct contact a customer will have with the company. They are a key part of the company’s image and will be a measure of whether or not a customer is satisfied.

**CAREER PROGRESSIONS / PROMOTABLE TO:**

This is a significant customer-facing position. It provides an excellent entry point into a successful and growing Fortive business with great potential opportunities for future career growth. Career path opportunities could include larger / more complex support, engineering or sales roles. Future positions could be in the Temperatures and Controls Group or elsewhere in Fortive.

**Business Background**:

West Control Solutions is part of Specialty Product Technologies a Fortive business unit incorporating West Instruments (based in Brighton, UK) and PMA (based in Kassel, Germany). West Instruments designs, develops, manufactures and markets a range of temperature and process control instrumentation for industrial applications worldwide. The business unit includes sites in the USA and China.

PMA’s core competence is closed loop control for industrial applications. Modern software tools and a complete range of controllers - the Economy controllers, the Universal Line as also the Advanced Line –provide scales for flexibility in application and thus offer a tailor-made price-performance ratio. This product strategy leads us to be one of the market leaders in Germany for digital operating closed loop controllers.

**Fortive Corporation Overview**:

Fortive is a diversified industrial growth company comprised of global businesses that are recognized leaders in attractive markets. With more than $6 billion in annual revenues, Fortive’s well-known brands hold leading positions in field instrumentation, transportation, sensing, product realization, automation and specialty, and franchise distribution.

Fortive is headquartered in Everett, Washington and employs a team of more than 24,000 research and development, manufacturing, sales, distribution, service and administrative employees in more than 40 countries around the world. Our team grows by tackling challenges that accelerate progress and further their careers. With a culture rooted in continuous improvement, the core of our company’s operating model is the Fortive Business System. For more information please visit: www.fortive.com.

*The above description reflects the general details considered necessary to describe the principal functions of the role identified. It shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*