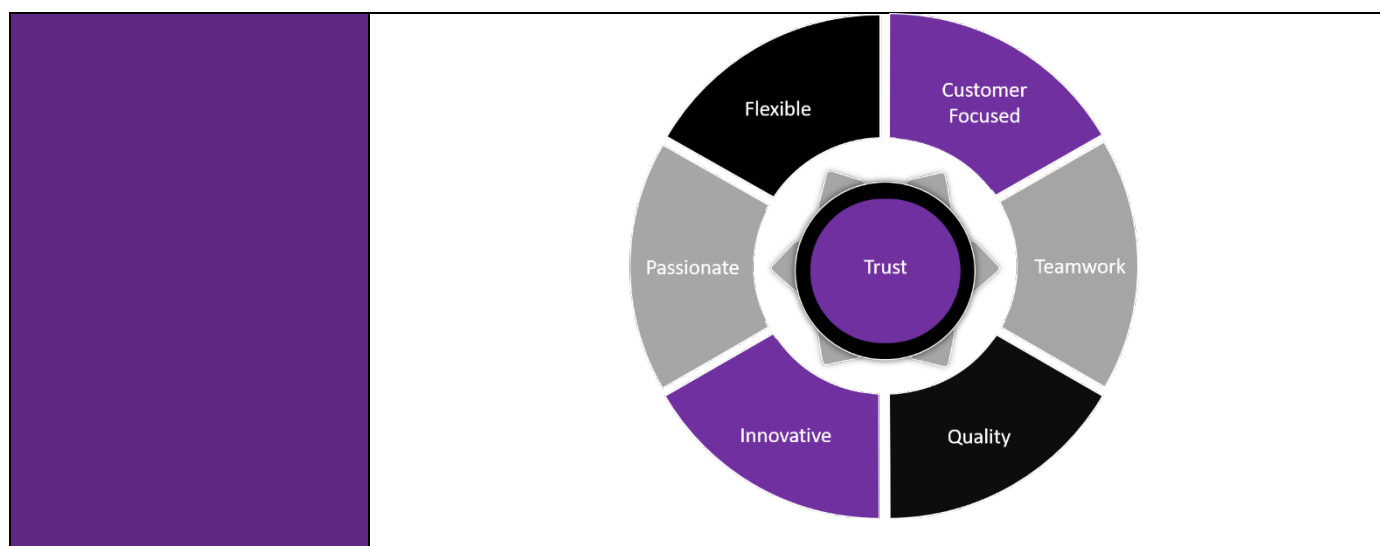


JOB PROFILE: Technical Support

INCUMBENT'S NAME	
JOB TITLE	
BUSINESS UNIT	Operations
LOCATION	Uckfield Based / With some remote or customer site working (up to 25%)
REPORTS TO	Operations Director
OBJECTIVES / PURPOSE OF JOB	<p>Responsible for global delivery of high-quality service and technical support activities.</p> <p>Driving a high level of customer satisfaction from pre-sales through to after-sales.</p> <p>Responsible for setting standards and delivering training on system installations and product awareness internally & externally.</p> <p>Ensuring a smooth transition from development product to full production & sales.</p> <p>Continuous improvement of Products, processes (specifically testing, commissioning) and technical competency with the Scientifica team.</p>
KEY ACTIVITIES / RESPONSIBILITIES	<ul style="list-style-type: none"> • Support and advise Sales team on system configuration and application solutions. • Develop sales opportunities with the Sales team to ensure that quotations deliver right first time solutions. • Set up & deliver Customer Demonstrations as required. • Ensure effective and timely resolution of customer service / support issues to the highest quality standards, maintaining accurate & timely records throughout on company CRM system. • Responsible for ensuring that internal (pre-install) & external (customer/on-site install) commissioning activities are delivered to a high uniform standard through training and development of Engineers. Ensure knowledge sharing, training, and competency evaluation takes place. • Deliver customer training (either on-site or remote) when required. • Produce and maintain technical documentation/information on Knowledge Base. • Support new Product development and ensure that Product integration (with existing products) is seamless. • Perform functional & performance testing, supporting R&D, Production & Service. • Gather customer feedback (inc.service & support tickets) regarding product quality & performance to collaborate with Engineering, Production & Sales allowing for Continuous Improvement and ongoing development of Scientifica products. • Safety: Appropriate risk and manual handling assessments to be undertaken, maintained, and managed for both on-site and off-site activities. • Quality: support reporting, root cause investigation and corrective, preventative actions of product quality non-conformances; working alongside production engineering team. • Ensure accurate and concise information flow. • Undertake reasonable additional duties as requested including some (up to 25%) travel. • Honour our company values always;



KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Ongoing performance objectives/goals see People HR. • Accurate updating of service and support records • Customer satisfaction feedback • Production of accurate technical documentation
KEY RELATIONSHIPS	<p>Internal:</p> <ul style="list-style-type: none"> • Operations • Development / Product Engineering • Sales • Commercial Management • Health & Safety Officer (Laser Safety Officer) <p>External:</p> <ul style="list-style-type: none"> • Customers • Suppliers

CANDIDATE PROFILE:

QUALIFICATIONS / TRAINING	<ul style="list-style-type: none"> • Minimum degree level qualification in Life Sciences, Physics or Engineering
EXPERIENCE REQUIRED	<ul style="list-style-type: none"> • Experience (either Laboratory or Commercial) in the use of laser scanning microscopy and associated hardware. • Hands on experience of undertaking repairs, service & remote support. • Robust/Proven Problem-solving skills; fault finding on complex electro-optical-mechanical scientific equipment (£10k+). • High level of understanding of optics, electronics mechanics, programming, neuroscience applications. • Proven expertise in one or more of above fields is a plus.
COMPETENCIES	<ul style="list-style-type: none"> • Demonstrable experience of troubleshooting electro-mechanical and optical components / software issues. • Proven competence in transfer of knowledge. • Strong IT literacy; experience of 'service desk' ticketing system/CRM system/design software – opto-mechanical & electronics.

- Flexible and self-motivated approach with an ability to work to a high standard.
- High organisational skills and able to work in a fast-paced environment.
- Attention to detail is essential, as is the ability to listen and communicate (verbal & written) at with customers and internal stakeholders.
- Fluent English is essential, written and spoken. Another language is a plus.

TEAM MEMBER'S ACCEPTANCE

I, [Name], agree to accept the Job Description is a guide only and will be periodically reviewed due to the evolving nature of the business. I understand I will be required to take on other tasks and responsibilities from time to time depending on the business needs for this role.

Signed Date