

Job description QF08025GB

Job Title:	Tech Support Multi Vendor
Jobholder:	
Reporting to:	<ul style="list-style-type: none"> • Service Manager UK, IE, Nordics
Team	<ul style="list-style-type: none"> • Tech Support liasing with UK Team Leads
Objectives:	<ul style="list-style-type: none"> • Support for Customers / Field Service • Ensure that all incoming requests received via Tech Support System are handled within defined KPI's <ul style="list-style-type: none"> ○ answered by the employee himself ○ by sending required spare part(s) ○ or; in case the request can't be handled by services; the issue is escalated to a product manager • Tracking and maintaining raised tickets (cases and NCR's) • Ensure the lab is kept clean and tidy
Duties and Responsibilities	<ul style="list-style-type: none"> • Reply to enquiries by phone and e-mail. • Evaluate incoming fault reports and initiate appropriate measures: <ul style="list-style-type: none"> ○ Registration of incoming requests (setup Tickets) ○ Support customers by remote troubleshooting ○ If necessary, request support from product specialists • Ensure prompt handling of customer complaints • Inform Head of Services in case of major deviations and for cases which can't be handled by TechSupport in order to assure proper handover to 3rd Level Support/ Product Management
Competences:	<ul style="list-style-type: none"> • Acts autonomous in the frame of Guidelines and directives. • Sign according to rule SOP AAW01.04 regarding signatures. • Good knowledge of HPLC/GC essential and LCMS and GCMS desirable. • Good troubleshooting skills
Responsibilities	<ul style="list-style-type: none"> • to ensure optimum execution of duties • to ensure consigned goods/ working founds and materials are handled with care • to follow and respect instructions and guidelines

We reserve the right to adjust or amend this job description depending changed circumstances.

Ramsey Khinda
Head of Sales & Marketing