

## JOB DESCRIPTION

**Job Title:** Technical Support Assistant  
**Responsible to:** Director of Distribution Sales

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### **Job Summary:**

*To provide technical support to both internal and external customers relating to a range of electrical, electronic and mechanical components.*

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### **Key Responsibilities**

- Distribution Sales Projects - new product proposals, gap analysis, marketing support
- Customer support of our products by telephone and email
- Finding alternative products, cross referencing of competitor part numbers and specifications
- Processing sample orders
- Creation of datasheets and online and printed catalogue material
- Populating Distribution Product information forms for distribution customers
- Assisting with product Quality Assurance investigations
- Handling requests for approvals certificates and other technical documents
- Working with the Technical Managers and team to evaluate new products
- Creation of work instructions
- Producing internal & external training presentations
- Any other tasks that may

## Personal Specification:

### Minimum:

#### Education:

- 5 GCSE Passes to include English and Mathematics

#### Experience:

- Experience of working in a busy office environment
- To have worked within a technical or manufacturing environment

#### Skills:

- Basic computer literacy
- Basic experience of Excel and Word

#### Personal Attributes:

- Attention to detail
- Calm and professional manner
- Be able to work as part of a team
- Be able to work to tight deadlines

### Preferred:

#### Education:

- 8 GCSE Passes to include English and Mathematics and a Science subject at grade C or above
- 2 A-Level Passes

#### Experience:

- Experience working in a similar environment
- To have worked in a technical or customer support role
- To have worked in a customer facing role

#### Skills:

- Computer competency
- Working experience of Excel in a data analysis environment.
- Working experience of Powerpoint and Word
- Ability to read and understand technical drawings

#### Personal Attributes:

- Attention to detail
- Belbin completer/ finisher
- Calm and professional manner
- Be able to work as part of a team
- Be able to work to tight deadlines