



innovation in control

Job Title:	1 ST Line Help Desk Support Engineer
Department:	Technical Support Department
Base:	Malton (N Yorkshire) or Hull (E Yorkshire)
Reports to:	Technical Support Manager
Salary:	Competitive, depending on skills and experience.

Established in 1985, Escada Systems supply state of the art control and supervisory systems to industry. We are looking for 1ST Line Help Desk Support Engineers to join our dynamic and fast growing Technical Support Department, focused on providing exceptional first line technical support to our world-wide customer base.

You will be enthusiastic, reliable and be able to work well both as a part of a team and self-motivated to work on your own. You will possess a genuine desire and passion in working with and helping customers to find the best viable solution quickly. You will be a clear communicator (both written and verbal) with good presentation skills.

Throughout your employment you will be given the opportunities to enhance your personal development, as well as expanding your product and system knowledge by working with our highly skilled and dedicated Projects teams within the UK and around the world.

Initially during your training period (6-9 months) the role will be based at our Project and Production facility in Malton, North Yorkshire. Following successful completion of the probation period, there will be an opportunity to move to our Corporate HQ in Hull if this is the successful candidates preferred location.

Attributes

- Proactive, enthusiastic, reliable and friendly.
- Good range of numeracy, accuracy, organisational and communication skills.
- Able to work within a team and independently.
- IT literate with knowledge and experience of using Microsoft Products.
- Knowledge of C/C++ software development is desirable.
- Confident, with a professional attitude.
- Strong written and verbal communication skills. Good telephone manner.
- 'Hands on' approach and a willingness to learn.



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Job Specification

- To provide 1st line technical support; answering support queries via phone and email.
- Installing and managing customer software updates.
- To take ownership of problems and be pro-active when dealing with customer issues.
- To escalate more complex calls to the relevant Technical support member.
- To record all calls in the CRM system and ensure that accurate information is stored.
- Follow established processes and suggest potential improvements.
- Processing and handling of customer returns, including liaising with suppliers (when required).

Other Requirements

- Clean Driving License and must have own transport.
- Valid Passport & willingness to travel.