

Job Vacancy
Technical Support Engineer

About Us:

Advanced Ltd have been designing and manufacturing life-saving products for 25 years, protecting iconic buildings across the globe and the people within. Our team members are passionate, driven and up for a challenge. We are a wholly owned subsidiary of Halma plc, a FTSE 100 listed company. Halma is “a market leader in specialist safety, health and environmental technologies” and has a purpose of ‘Growing a safer, cleaner, healthier future for everyone, every day”.

The Job:

Due to the increase in growth and continued support of new and existing products, we have an exciting new role for a Technical Support Engineer. You’ll work with a well-established, experienced team, where you will provide first class technical support and on-hand help for any customer queries.

Responsible for:

- You will be a primary point of contact for technical support and training queries from customers and end users by telephone and email support.
- You will actively collaborate within Sales & Marketing to deliver promotional and support material to establish our brand as a market leader.
- You will guide customers in applying the features and benefits of our products to meet the requirements of installation in the most effective and efficient manner.
- You will provide advice to key stakeholders on our products and solutions and influence their decision-making process to deliver sustained growth and drive market share.
- You will identify customer pain points and adopt a systematic and methodical approach to addressing those points.
- You will collaborate with product management and QA, offering support as/when required.

You will have:

- Excellent communication skills and will demonstrate transparency.
- The desire and aptitude to understand our products and the ability to learn new technology.
- A willingness to go out of your way to support customers and promote solutions.
- An analytical mind and strong problem-solving skills.
- The ability to support and inspire confidence in customers and stakeholders.
- A collaborative approach, with sound judgement, a strong business sense and an ability to understand customer needs.

What we offer:

- Competitive salary (and discretionary bonus)
- Enhanced Contributory Pension
- Halma shares (after qualifying period)
- 25 days holiday (plus bank hols)
- Flexible and hybrid working (in line with company policy)

Job Location: The Bridges, Balliol Business Park, Benton Lane, Newcastle upon Tyne