

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’.

About this role:

As a Technical Support Engineer you'll work with a well-established, experienced team, providing first class technical support and on-hand help for any customer queries. You will:

- Be a primary point of contact for technical support and training queries from customers and end users by telephone and email support
- Deliver customer product training in a virtual environment, as well as face-to-face, either from our dedicated training space or at strategic offsite locations to meet the requirements of our customers
- Actively collaborate within Sales & Marketing to deliver promotional and support material to establish and maintain our brand as a market leader
- Guide customers in applying the features and benefits of our products to meet the requirements of installation in the most effective and efficient manner
- Provide advice to key stakeholders on our products and solutions and influence their decision-making process to deliver sustained growth and drive market share
- Identify customer pain points and adopt a systematic and methodical approach to addressing those points
- Collaborate with product management and QA, offering support as/when required

About you:

To thrive in this role 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

Job location:

The Bridges, Balliol Business Park, Newcastle Upon Tyne NE12 8EW

To Apply

If you're excited by this opportunity, we'd love to hear from you! Please tell us about yourself by uploading your CV: https://halma.wd3.myworkdayjobs.com/en-US/Halma/job/Newcastle/Technical-Support-Engineer_JR24_000622-1?hiringCompany=75705bdd576d10010b948371c5560000