

JOB OVERVIEW			
JOB TITLE	Technical Support Engineer		
JOB LOCATION	National - Field Based		
GENERAL DESCRIPTION	Provide Quality & Technical support & coaching to Franchisee installers, ensuring quality standards are continuously improved and customer expectations are exceeded. Provide actionable feedback to Franchisees and the Business to highlight quality concerns and drive further improvements.		
DIVISION / DEPARTMENT	Operations	REPORTS TO: (NAME)	Nadine Housley
POSITION DETAILS			
	Create a high performing technical support function - Support the provision of a Quality & Technical Support Help Line on a Rota with other Engineers - Provide Field training & quality audits for Franchisees, working away for a week at a time on a Rota basis with other engineers - Perform Root Cause Analysis (RCA) on faults and failures to reach robust solutions - Attend internal Field Quality & Technical Liaison Reviews to coordinate Field issues - Provide support to Franchisee's for large door installations or complex remedial cases Manage new Franchisee technical and systems training programme - Help develop and deliver consistent & high quality Franchisee product and installation training & mentoring - Sign-off Franchisee Quality & Technical Competence after 6 months assessing & training - Support development of training and online courses for new Doors, their components and additional products - Provide expert input into the development of company wide Field Operating Procedures that support Franchisees in achieving agreed performance metrics. Define & implement Best Practice Field Quality for Franchisee Installs - Ensure key safety & operating standards are consistently met - Actively Audit Quality within Customer Aftercare service, providing coaching and development to Franchisees where required. - Support the improvement of Quality & Technical Competence standards between Franchisees & Factory		
	WORK EXPERIENCE REQUIREMENTS - Knowledge of Door products and assembly materials - Knowledge of Installation processes and troubleshooting - Experience of working & communicating remotely - Experience of performance coaching, mentoring and auditing		
	OTHER REQUIREMENTS - Proactive approach to problem solving - Self Motivated - A Team Player - Customer Focussed		
REVIEWED BY:	Sarah-Jane Beckett	DATE:	

