

**West Control Solutions, Brighton**

**JOB TITLE:** Applications & Technical Support (French/English)

**REPORTS TO:** Technical Support Team Leader

**PEERS:** Customer Support and Technical Support teams, Internal & External Sales Team

**RELATIONSHIPS:** Marketing, Finance, Internal Sales Teams, Purchasing and Production Departments,

R&D,Service Departments, External Sales Teams, Customers, Distributors, End Users

**LOCATION:** Brighton

**SUMMARY OF POSITION:** To provide pre & post sales technical support and application advice on all product ranges marketed by West Control Solution (WCS).

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| **KEY RESPONSIBILITIES:**(List in order of importance the most definitive duties (actual tasks) for which the candidate will be responsible. Be as specific and concrete as possible in describing these tasks) |
| * Provide French & English language product support & training to customers including occasional UK & overseas site visits.
* Assist with day-to-day organisation of Technical Support workload and performance monitoring for KPIs
* Deputise for the department manager with regard to Technical Support operation in his/her absence
* Organise training for colleagues & customer on control techniques, products and dept processes as required.
* Work closely with customers and colleagues to investigate, test and report potential product problems or complaints. Maintain customer support issues database (CRM) and department KPI monitoring.
* Assist product development by testing & evaluating features / ease of use and product documentation.
* Support internal sales as required. This may include taking calls, checking orders, prospecting new clients or generating & qualifying leads.
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| **FIRST SIX MONTHS EXPECTATIONS**(List in order of importance the position objectives & measurements associate will be expected to deliver within the first six months of employment. Be as specific and concrete as possible in describing these tasks) |
| Gain sufficient product and application knowledge to be able to resolve technical enquiries from internal and external customersKnow how to use the CRM system Be able to quote price and delivery accurately from price list. |

**POSITION QUALIFICATIONS**

| Attribute/Skill/Experience | WeightScale: 1- 1010 = Must Have |
| --- | --- |
| Fluency in both French and English languages is essential, including the ability to converse with customers on a technical level. | 10 |
| HND (minimum) in an Engineering discipline / or 3+ years of relevant experience in technical sales or technical support, ideally in temperature / process control instrumentation | 10 |
| Excellent numeracy skills | 9 |
| Interfacing with PLC / HMI / SCADA etc over serial communication knowledge (Modbus RTU, Modbus TCP, DeviceNet, Profibus) would be a distinct advantage. | 6 |
| Experience using Microsoft Windows operating system and Microsoft Office (or similar package). | 9 |
| Experience of handling customers by phone | 7 |
| Experience of interaction with Customers in a sales office or support environment | 5 |
| Prioritising and problem-solving skills | 7 |
| Ability to build and maintain positive working relationships | 8 |
| Must be eligible to work in the UK without restrictions passport and clean driving licence are essential. | 10 |

**FIT FACTORS**

| Attribute/Skill/Experience | WeightScale: 1- 1010 = Must Have |
| --- | --- |
| Tenacity/Do What It Takes | 8 |
| Effective Time Management and Personal Organization | 8 |
| Do It Now/Time Is the Enemy | 8 |
| Continuous Improvement, Don’t accept the status quo | 8 |
| Traction Counts, Make an Impact | 7 |
| Tactical and Strategic | 4 |
| Details Count  | 10 |
| Get the Numbers – Results Count | 10 |

**Personal Trait Profile**

* Analytical mind, good at problem solving.
* Courteous at all times, to both internal and external customers
* A Team Player
* Timeliness, with a sense of urgency.
* The ability to work in a fast moving, changing environment yet always keeping sight of the customers’ needs.

**Scope and Impact of Position Responsibilities**

The Applications & Technical Support technicians are often the only contact a customer will have with the company. They are the company image and will be a measure of whether a customer is satisfied.

**CAREER PROGRESSIONS / PROMOTABLE TO:**

This is a significant customer-facing position. It provides an excellent entry point into a successful and growing Fortive business with great potential opportunities for future career growth. Career path opportunities could include larger / more complex Sales positions. Future positions could be in the Temperatures and Controls Group or elsewhere in Fortive.

**Business Background**:

West Control Solutions is part of Specialty Product Technologies a Fortive business unit incorporating West Instruments (based in Brighton, UK) and PMA (based in Kassel, Germany). West Instruments designs, develops, manufactures and markets a range of temperature and process control instrumentation for industrial applications worldwide. The business unit includes sites in the USA and China.

PMA’s core competence is closed loop control for industrial applications. Modern software tools and a complete range of controllers - the Economy controllers, the Universal Line as also the Advanced Line –provide scales for flexibility in application and thus offer a tailor-made price-performance ratio. This product strategy leads us to be one of the market leaders in Germany for digital operating closed loop controllers.

**Fortive Corporation Overview**:

Fortive is a diversified industrial growth company comprised of global businesses that are recognized leaders in attractive markets. With more than $6 billion in annual revenues, Fortive’s well-known brands hold leading positions in field instrumentation, transportation, sensing, product realization, automation and specialty, and franchise distribution.

Fortive is headquartered in Everett, Washington and employs a team of more than 24,000 research and development, manufacturing, sales, distribution, service and administrative employees in more than 40 countries around the world. Our team grows by tackling challenges that accelerate progress and further their careers. With a culture rooted in continuous improvement, the core of our company’s operating model is the Fortive Business System. For more information please visit: www.fortive.com.

*The above description reflects the general details considered necessary to describe the principal functions of the role identified. It shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*