United Kingdom Jobs Expertini®

Product Support Engineer

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Company: Brammer Buck & Hickman

Location: United Kingdom

Category: other-general

ABOUT GAPP AUTOMATION

Gapp Automation is a specialist technical distributor of automation, controls and drives solutions, and part of the Rubix UK group. Our key customers are OEM machinery manufacturers, and our focus industry sectors include Packaging, Food Processing, Labelling, Paper Converting, Material Handling and Marine.

THE ROLE

We are seeking a self-motivated Product Support Engineer, looking for a fresh challenge. We are a forward-thinking company, and due to our expanding business and new product developments we are now looking for a Product Support Engineer to join our growing team, at our Head Quarters in Bedford.

Working within a vibrant and fast-paced environment, you'll have the chance to make a positive impact on our company and the customers we serve. The role provides technical support for our Automation product categories, but with a focus on Motors & Gears, Electrical Drives and Sensing/Measurement.

Joining the Product Management Team, you'll be responsible for offering technical support to our expanding customer base and following up customer sales/technical enquiries.

Reporting to the Technical Product Manager, you'll be able to work on your own initiative whilst also being a strong team player with an ability to support others.

MAIN TASKS

Technical product support to customers.

Follow up of sales & technical enquiries.

Focus on Motors & Gears, Electrical Drives and Sensing/Measurement products.

Maintain an active project list, with agreed actions/follow-ups.

Develop knowledge of key competitors and ability to cross-reference.

Conduct Product demonstrations if required.

Assist with processing of Customer returns.

QUALIFICATIONS / SKILLS / REQUIREMENTS

Ideally degree qualified in a relevant engineering discipline (such as Electrical Engineering, Mechanical, Electronic Engineering, Mechanica, Computer Science) or HNC / HND qualification.

Knowledge / experience in of Motors & gears, Electrical Drives or Sensing & Measurement technologies would be an advantage (although not essential as training will be given).

A desire to further develop Automation knowledge.

Good interpersonal and presentation skills.

High accuracy and attention to detail.

Ability to work in a team or under own initiative.

Knowledge of Office Applications (Excel, Word, Powerpoint).

Permanent eligibility to work in the UK.

Please note, although based at our Bedford HQ, there may be occasional travel required. Support and training will be offered from both the Gapp Team and also from our key manufacturing partners.

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