

## Technical Support Specialist

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Company: Alexander Dennis Limited

Location: United Kingdom

Category: computer-and-mathematical

## Technical Support Supervisor (INTERNAL ROLE) (INTERNAL APPLICATIONS ONLY)

**Location**Any UK

The Technical Support Supervisor will support the Head of Product Information & Training with day-to-day tasks and longer-term goals for department growth. They will oversee the team of Technical Support Advisors on the AD24 Call Centre to support customers and internal departments with technical support, supplier account set up and part number creations and maintenance.

Working with the wider Product Information team, they will work to ensure that all departments are aligned and prepared for new product launches and vehicle deliveries. They will also make sure parts manuals, technical documentation and supplier information are available through AD24, and that information is up to date, and support our global product range.

### **Main responsibilities:**

To support Head of Product Information & Training with the following:

Team admin

Loading documents to AD24 (legacy/supplier info)

Supplier account and part number creation

Manage supply of third-party information on AD24

Support with delivery of wider projects – TCO, NPD readiness etc.

Review and monitor call centre statistics.

Track RMA's and work to improve efficiency and reduce costs.

Along with tasks associated with Technical Support Advisor role:

First line of technical support through chat, email, and call centre.

Identify part numbers and other technical data required by customers.

Part number creation and set up, liaising with suppliers where required.

Work with other AD departments and suppliers to ensure accurate information on systems.

Manage part number supersessions and parts kits.

**What you will bring:**

Experience in a supervisory role.

Able to manage own workload and work autonomously where required.

The ability to build an effective network of relationships both internally and externally, understanding the needs of all customers at all levels.

IT literate, particularly with Excel, and able to maintain AD24 back office.

Able to act on own initiative when required to ensure customer needs are met.

Ability to read engineering and supplier drawings, and extract required information.

High degree of accuracy with regard to technical specifications and data input.

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