

# Technical Support Lead

Oxfordshire or Norwich office (home working, any location, possible), 30 hours per week. Flexible schedule. £32,000 – £40,000 (£40k – £50k FTE). Occasional weekend work.

## Emergent Design

Emergent Design has been engineering, installing, and maintaining specialised industrial machine vision systems for the manufacturing industry since 2011. Our team is dedicated to developing cutting-edge solutions that leverage image processing and machine learning to successfully tackle challenging technical problems in production monitoring and quality control.

As well as designing the specialist software for our systems in-house, we collaborate with mechanical and electronic design partners. We also work with customers, our German warehouse and our on-site service engineers to maintain and support our products across Europe.

With our recent expansion into Canadian markets, now is a busy and exciting time for us. We are seeking team members who are keen to play a part in shaping a growing company.

## The Role

This growth of our service and support business has substantially increased the volume of support work and associated managerial administrative tasks. We are therefore looking for a technical support lead to undertake support operations and issue resolution. You will liaise directly with customers and also assume responsibility for the management and administration of our support operations. You will work with the support of our existing technical and administrative teams and report directly to the Technical Director.

## Working environment/benefits

- Self guided work - significant amount of autonomy expected
- Options to work from office, home or home/office split
- Flexible working hours
- 5.5 weeks annual leave (pro rata) in addition to public holidays
- Bonus day off on/near your birthday
- Christmas – New Year closing in addition to holiday entitlement
- Health care
- Life insurance
- Cycle scheme

## Key Elements of the Role

Technical	
Issue Tracking and Resolution	Management of bugfixing (prioritisation, resource allocation, tracking progress, liaising with end customers)
Production and Commissioning	Maintain installation checklists Factory Acceptance Testing Commissioning Liaise remotely with installation engineers Site Acceptance Testing Classifier training
Technical Support	Offer customer support for technical issues Investigate reported faults and anomalies Manage and assist with daily checks of running systems Maintain records of system statuses and outstanding issues or tasks Liaise with suppliers/manufacturers
Scheduled Service	Provide remote support for service visits Identify routine and additional service requirements Liaise with site Work remotely with service engineers
Debugging	Undertake bug and fault fixing (both code and hardware)

<b>Administrative / Managerial</b>	
Component Supply Management	Regular liaison with component suppliers and European warehouse regarding stock levels and future requirements
Service Scheduling	<p>Maintain and issue service schedule, service contracts and master servicing documentation</p> <p>Maintain service checklists</p> <p>Arrange annual services by site, liaising with site and service engineers. Ensure site conformance, training and paperwork requirements are completed.</p> <p>Set up and maintain service records and produce site Service Reports</p> <p>Generate monthly system status reports</p> <p>Collaboration towards production of annual Service Agreements</p>
Project Documentation	<p>Consolidate and systemise processes</p> <p>Develop training resources as required</p> <p>Deliver training (customer, service engineer and internal)</p>
Conformance and Standards Compliance	<p>Service related Health and Safety</p> <p>CE and other standards compliance</p> <p>Maintain and improve internal QA (SAT/FAT) procedures</p> <p>Assist in enhancements to company best practices and certifications such as Cyber Essentials and ISO9001</p> <p>Ongoing review and improvement of service procedures and documentation</p>

<b>Commercial Relationship</b>	
Relationship Management	<p>Liaise with customers and suppliers, manage these relationships and ensure cordial, effective and timely communications</p> <p>Customer meetings</p>
Site Visits	<p>Site visits inside the UK</p> <p>Site visits outside the UK may be required</p>
Marketing	<p>Retention of current clients and development of further service clients</p> <p>Further development of service offering</p> <p>Exhibitions</p>

# Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>● Relevant technical degree i.e. computer science, electronics</li></ul>	
Skills/ Knowledge	<ul style="list-style-type: none"><li>● Programming</li><li>● Problem solving</li><li>● Data processing</li><li>● Issue tracking and resolution experience</li><li>● Linux</li><li>● Collaboration</li><li>● Communication skills</li><li>● Excellent customer service skills</li><li>● Patience to troubleshoot and resolve issues</li><li>● Attention to detail</li><li>● Report writing and documentation of processes</li></ul>	<ul style="list-style-type: none"><li>● Conformance testing</li><li>● Experience working with hardware in an industrial environment</li><li>● Linux sysadmin (ubuntu/debian)</li><li>● Project management</li><li>● C++ (&gt;= C++17), Git</li><li>● User/customer support</li></ul>
Experience	<ul style="list-style-type: none"><li>● Debugging</li><li>● Scheduling</li><li>● Working with confidential, sensitive and/or proprietary information</li><li>● Demonstrative experience working with external customers/suppliers</li><li>● Working with senior management</li></ul>	<ul style="list-style-type: none"><li>● Software engineering</li><li>● Hardware fault finding</li><li>● Project management</li><li>● Team management</li><li>● FAT/SAT/QA testing</li><li>● Technical conformance</li><li>● Customer support</li></ul>

A benefit of working in a smaller company is the opportunity to work on a broad range of activities. We of course expect to provide training and support in areas of the role which may be less familiar as part of your professional development.

## Our values

Emergent Design values outline our approach and underpin everything we do:

- We work in a transparent and open way
- We value and encourage an agile and collaborative work environment
- We are results driven and dedicated to devising new solutions to solve hard problems - we like making cool stuff
- We value our people and recognise the need for a healthy work life balance