

## JOB SPECIFICATION - DECEMBER 2021

<b>Job Title</b>	Technical Services Manager
<b>Reports to</b>	Senior Technical Services Manager
<b>Location</b>	Predominantly office based with occasional travel to visit customers
<b>Job Purpose</b>	To support and be responsible for technical reviews, validation, site management and liaison with the professional team to ensure technical delivery on-site to specification and within budget
<b>Key Accountabilities</b>	Operational and technical delivery Technical accountability for all service queries To support project conversion Ensure compliance with standards Inspection of equipment and materials
<b>Duties and Responsibilities</b>	To support and resolve end user, installer and consultant technical queries. To support the sales team on project conversion through technical knowledge and support. Attend site meetings and lead on technical issues. Produce quotations following a technical appraisal of a project in conjunction with the sales leader. Work with R&D to resolve technical issues and to inform product development. Implement and manage Health & Safety requirements. Drafting, laying out and specifying technical devices, parts and equipment as required and to meet the client's requirements. Inspecting equipment, materials, structures and services where queries are raised by the Senior Technical Services Manager. Carry out any in warranty works as required. Maintaining relationships with internal teams and communicating effectively at all levels verbally and in writing. Making decisions and solving problems. Record keeping via the company CRM system. Assist in the development of marketing materials and product literature through a review process. Presenting CPD activities to consultants and installers. To follow all company procedures at all times to maintain a safe working environment at all times, including rules around PPE and Health & Safety. Travel (occasionally abroad) for technical appraisals, warranty work and training.
<b>Qualifications</b>	Hold a recognised plumbing, heating or electrical qualification, alongside a minimum of 5 years installation/ service experience within heating/cooling sector. Knowledge of electrical circuits and safe working practices. Health & Safety qualified and ideally hold an appropriate CSCS card. Effective communicator at all levels – verbal and written. High standard of Mathematics and English. Proficient in the use of ICT including word documents, spreadsheets and presentational packages. Implement logical and methodical approaches to problem solving and the development of bespoke solutions. Excellent attention to detail and a drive to constantly achieve the best results. Ability to be an integral part of and to manage a team.
<b>How to apply</b>	Please send your CV and covering letter to Simon Butcher - Senior Technical Services Manager simon.butcher@smithsep.co.uk
<b>Closing Date</b>	15th April 2022

### Smith's Environmental Products

Units 1 & 2 Blackall Industrial Estate | Hamberts Road | South Woodham Ferrers | Chelmsford | Essex CM3 5UW

+44 (0) 1245 324900 | smithsep.co.uk

