

CAMPBELL SCIENTIFIC JOB DESCRIPTION

Role Title:	Technical Support Team Leader - EU
Reporting to:	Director of Client Services - EMEA Region

1. Role Description

The Technical Support Team Leader manages the delivery of the technical support service to Campbell Scientific customers in the EU region. The team leader has direct management responsibilities for the technical support engineers within the UK and dotted line management of technical support activities to client services resources in the EU offices.

The team leader is responsible for the quality and on time delivery of the technical support service to the European customers, using Goldvision and appropriate dashboards to report on speed of response and speed of resolution. The team leader is also responsible to measuring and following up on customer satisfaction and customer effort metrics and has a role in analysing and delivering improvement actions across the business based on customer feedback.

The team leader will play a crucial part in implementing any global technical support processes and implementation of new software as part of the global ERP rollout and the team leader will work with other technical support leaders to implement best practise and global processes.

The team leader will coordinate the provision of presales technical support and aid tender response when required. The team leader may also be required to manage the design and build of complex system projects.

2. Main Responsibilities

It is expected that within this role, the Technical Support Team Leader – EU will undertake the following duties:

- Manage the technical support services in ensuring that there is staff availability to log, escalate and answer email and phone support enquiries from 08:30 to 17:30 GMT during weekdays
- Identify and with the team, provide key account service reviews for identified key customers
- Manage the technical support team, undertaking objective setting, appraisals, and salary reviews
- Lead the recruitment, on boarding and training of new staff
- Lead support case review sessions, identify and escalate cases that have been open for longer than 2 weeks, undertake lessons learned and identify and implement training with individuals and the team.
- Undertake customer feedback collection and result review. Distribute positive feedback to individuals and lead and implement feedback reviews and lessons learned from negative rating and responses.
- Work with the Campbell Scientific global leadership team for technical support to define and implement the global technical support process and metrics alongside the D365 ERP implementation.
- Working with others, identify and rollout the support instructions and requirements for new Campbell Scientific products and services to the internal support team.

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- Provide customer technical support via phone, web, and e-mail for the Campbell scientific products and systems.
- Understand and be able to troubleshoot a variety of communications methods and protocols such as ethernet, serial, satellite, radio and cellular
- Help team members identify when support is required to turn in to a commercial transaction and be able to recommend and quote for programming, instrument or system upgrade or continued consultancy
- Provide pre-sales technical support for the Sales engineers including but not limited to product recommendations, program solutions and system design
- Assis with the management and delivery of profitable and on-time, complex projects that could include a combination of design, program, build, test, document, install and sign off phases
- To support sales in the review and creation of submission documentation for tenders in terms of Campbell’s hardware and software technical compliance
- Maintain an excellent working knowledge of the Company’s products and services
- Undertake travel away on Company business when required, including overnight stops in the UK and overseas
- To document activities following company procedures and using company systems
- Any other duties as required by the company commensurate with the role and required skills

3. Personal Specification

Technical Skills and Competencies	Essential	Desirable
<p>Ability to demonstrate, understand and apply the Campbell Scientific’s Core ARCTIC Values:</p> <ul style="list-style-type: none"> • Accountability – We value clear commitment that – in the eyes of others – have been kept. Give your best and work together to overcome obstacles. • Respect – We treat clients and fellow employees with trust, humility, respect and expect the same in return. • Client Centric – We focus on making a difference in the lives of our clients by providing positive experiences. • Teamwork – We believe in collaborative approach to achieve our goals. We know every member brings diverseness to the effort. Have compassion for your teammates and celebrate their wins. • Innovation – We deliver innovative processes, products, and experiences. This will continue to allow our teams to be empowered to connect, create, and inspire. Innovations results from engendering creativity within an open and receptive culture. • Continually Improve – We relentlessly pursue constant improvements with our products, processes, and employees, to deliver the most value to our clients for a reasonable cost. We support failure that results in learning and growth with the same enthusiasm we celebrate success. <p><i>Our values define how we conduct business and interact with one another</i></p>	X	

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Demonstrable Campbell Scientific product and application knowledge	X	
A technical background and experience in working with communication and networking protocols. including but not limited to: RS-232, RS-485, Modbus, SDI-12, TCP/IP, and PakBus	X	
Experience in writing and or testing software programs.	X	
A strong customer focus and have experience working directly with customers and know how to develop and maintain professional and commercial relationships.	X	
Delivers training and\or coaching to external customers and internal stakeholders	X	
An excellent communicator, both written and verbal.	X	
Have a 'can-do' and positive attitude and is innovative and creative in searching for better ways to do things.	X	
An ability to give instructions and relay complex information, to a non-technical audience.	X	
Experience as working as part of a team with shared responsibilities and targets.	X	
Hold a full clean UK driving license.	X	
Willingness to travel within the UK, Europe and internationally when required.	X	
Hold an UK/EU Passport and/or have the rights to work in the UK/EU	X	
Have experience of delivering projects or pieces of work to customers within an agreed time frame.	X	
Commercial experience in sales and or sales administration.		X
Experience in planning and coordinating activities for others.		X

Qualifications	Essential	Desirable
Practical experience in delivering technical support to Campbell Scientific Customers for a minimum of 2 years	X	
Formal education to a degree standard in either an engineering or computing field.		X
Project management qualification i.e. PRINCE2, PMP, AGILE.		X
A programming qualification.		X
Training experience and\or a "Train the Trainer" qualification.		X
Good French, German and\or Spanish language skills. Able to write and converse in the language as well as translate from and to English.		X