# ALLEN&HEATH
# JOB DESCRIPTION

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| **JOB TITLE** | **Product Support Engineer** | **(Ref: )** |
| **DEPARTMENT** | **Product Marketing** | **(Cost Code: 50)** |
| **REPORTING TO** | **Head of Product Marketing** | |
| **HOURS OF WORK** | **37.5 HOURS PER WEEK** | |
| **SALARY** | **Dependent on Experience** | |

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| **JOB SUMMARY** | **To support dealers, distributors and customers via a multitude of channels including tickets, telephone, e-mails, and social media.**<br><br>**To ensure that customers are given a world class support for Allen & Heath products**. |
| **KEY DUTIES** | To provide the required technical support to customers.<br><br>To interpret technical information into practical information for customers at different levels of ability and understanding. This can take the form of knowledgebase articles, user documentation, and tutorial videos.<br><br>To gather, collate and interpret user and product issues, operational and product failures, and feed back any relevant matters in an effective manner.<br><br>To administer and facilitate the return of items to the relevant channels, in and out of warranty.<br><br>To provide technical back-up to the sales team where necessary including identification of part numbers and spares for given customer requirements.<br><br>To provide data related to technical support activity for the purposes of reporting.<br><br>To handle customer complaints.<br><br>To provide customer telephone support out of hours (on a rota system).<br><br>To provide assistance at trade shows and field visits for support or training where necessary.<br><br>To author and curate the technical resources of the Allen & Heath product range including diagrams, technical bulletins, parts identification documents, disassembly procedures and service manuals. |

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# PERSON SPECIFICATION

| QUALIFICATIONS | Engineering Degree or other suitably equivalent qualification or level of knowledge | **Essential** |
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| EXPERIENCE | Extensive knowledge of Microsoft Office | **Essential** |
| | Well-developed communication, writing and formatting skills | **Essential** |
| | Understanding of audio technology and applications | **Essential** |
| | Basic understanding of electronics | **Essential** |
| | Previous experience in customer services or technical support | **Desirable** |
| | Previous experience in writing product documentation | **Desirable** |
| | Knowledge of social media platforms | **Desirable** |
| | Use of AutoCad, Microsoft Visio, Adobe Acrobat | **Desirable** |
| | Experience as a sound engineer / operator | **Desirable** |
| | Experience of working in the pro audio industry | **Desirable** |
| | Project Management experience | **Desirable** |
| | Video editing and production skills | **Desirable** |
| ATTRIBUTES | High degree of accuracy and attention to detail | **Essential** |
| | Ability to multi-task and manage multiple projects simultaneously | **Essential** |
| | Language skills other than English | **Desirable** |
| DISPOSITION | Individual should be a self-starter, willing to work autonomously in a flexible work environment | **Essential** |