



Job Description

Job Title: Wastewater Site Support Technician

Reports to: Wastewater Application Testing and Support Engineer

Location: Home based with expected travel (either to the Cwmbran office or customer sites), regularly 2-3 days/week.

Date Prepared:

Company Information:

At HWM we design and manufacture monitoring and telemetry equipment for water, wastewater and gas networks, together with telemetry AMR and facilities optimisation products.

Our primary focus for over 30 years has been clean water and network distribution system monitoring, however in the last few years we have expanded into new sectors which include gas, water and electricity meter consumption, gas network monitoring and sewer, river and flood monitoring. Our solutions have had a significant impact in helping our customers save time, effort, natural resources, energy and cost.

HWM-Water Ltd is a Private Limited Company and wholly owned subsidiary of [Halma Plc](#), a UK based business listed on the London Stock Exchange and a constituent of the FTSE 100 Index.

Recently voted one of Britain's Most Admired Companies, Halma owns over 50+ international companies, all dedicated to the development, manufacture and marketing of products that are used to protect lives, or improve the quality of life, for individuals and businesses worldwide.

Main Purpose:

As wastewater technical support technician, your key objective will be to provide an exceptional quality of service to our growing customer base, through trial, installation, and/or troubleshooting of HWM equipment. With increasing public and regulatory pressure on UK water companies to reduce pollution events, we expect a significant growth in this market over the next 5 years, and this role is integral to our growth strategy. Your key responsibilities will include Installation training & audit, remote (over the phone) and/or local site support for active installation programmes, and Trial programme support. This role involves regular face to face customer interaction and overnight travel. This role involves working both out in the field and in an office environment.

The Role and Responsibilities:

- Direct Site Support (trials and installs). Regular customer/overnight travel. – Regularly travel to visit install teams and customers around the UK to provide first time installation support and general site support.
- Remote DataGate support (e.g. remote commands and/or troubleshooting + trial support) – From office or home using our data platform identify issues with devices, provide remote customer support and issue commands to fix loggers/support trial installs.
- Data Analysis – Check data quality and identify any patterns in poor performing deployments
- Product testing and troubleshooting. (Assist Wastewater Applications Testing and Support Engineer with installation of unreleased products/application)
- Stock Control (Wastewater Loan/Demo Kit) – Help in the management of stock levels for the Wastewater Sales team, identifying when stock is low and replenishing this stock to reasonable levels as well as track loaned/demo equipment.
- Follow BEST Health and Safety Practices on Site – Maintain a high level of Health and Safety and best practices when on site
- Understand and demonstrate HWM products effectively to customers
- Participate in sales/commercial management meetings as required – as well as any relevant company-wide meetings.
- Provide valuable insights into product development based on customer feedback and market trends.

Person Specification:

- **Experience:**
 - Experience in customer service
 - Experience working in a fast paced environment, working in the water industry.
- **Technical Acumen:**
 - Good technical understanding
 - Working knowledge of IoT devices will be advantageous.
- **Analytical Skills:**
 - Strong analytical and problem-solving skills.

- Identify issues and test solutions.
- **Communication:**
 - Able to work effectively in a team, and independently.
 - Communicate with field operators effectively over the phone and in person.
- **Adaptability:**
 - Comfortable working in a fast-paced environment and under pressure.
 - Ability to quickly adapt to changing circumstances and customer expectations.
- **Additional Requirements:**
 - Willingness to work outdoors, visit sites and engage with sewer network operators.
 - Hands-on involvement in training sessions and assisting with installations alongside project teams.
 - Willingness to travel to/from meetings and trainings throughout the UK, including regular visits to our main office in Cwmbran, Wales.

Qualifications/Training

A technical degree, or equivalent, would be ideal.

Full technical training on HWM products will be provided and technical support is available.

Further training needs will be regularly reviewed.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company and its overall business objectives.