

Customer Support Engineer – Halma Water Management

The role of Customer Support Engineer (CSE) is a further enhancement of our levels of Customer Service and the way in which we respond to Customer issues.

The role will cover the entire scope of Halma Water Management (HWM) products and will provide technical support and problem resolution for all our customers and distribution partners via email, the telephone help line and in response to requests from other areas of the business.

The CSE will support the Customer Projects Manager in communicating customer issues within HWM and ensure these issues are captured, progressed and resolved in a timely manner. This will require corrective actions to be undertaken conclusively with improvements in designs, product manuals, user guides, and company processes and procedures as required. This will require liaison with other areas and staff within HWM to ensure complete closure of issues.

The main roles and responsibilities of the position are as follows –

1. Support customers by providing timely resolution to their technical queries and questions. These queries will be logged and following up where necessary with improvements and updates to existing manuals or the creation of specific user guides.
2. Provide product guidance to customers to ensure their applications and operating procedures are robust.
3. Support customers with the creation of manuals and user guides for new and enhanced / improved products ensuring they are user friendly. This needs to be carried out by co-ordinating and testing to Engineering and Sales specifications during development.
4. Liaise with the Engineering Department to provide support to customer installation / integration enquiries – ensuring sensors and wiring details are compatible with our mating products.
5. Provide support for all HWM software including the companies web-based data hosting system - DataGate, data logger configuration software – IDT, Radwin, SoundSens and others.
6. Support the Sales Team with technical expertise when a customer requirement falls outside the Sales sphere of knowledge.
7. Support the HWM DataGate administrator with technical assistance and problem resolution.
8. Provide improvement support to Operations where Customer issues have identified weaknesses in production processes and procedures.
9. Manage small projects to deliver bespoke solutions for customer requirements.

The role will require good communication skills. These will include an ability to provide concise easily understood responses to suit a worldwide customer base – this will be derived from a good understanding of the Electronics, Software, Firmware, Hardware and Applications of HWM products. An ability to provide ordered and logical responses in verbal and written English is an essential requirement. The role is primarily office based but may also have an occasional requirement to travel to customer locations in order to assist in understanding and resolving specific issues.

To support the role, personal experience with Products and processes will need to be gained from various areas of the organisation and this will require a proactive individual. Where possible specific training will be given. The role would probably require a degree or similarly qualified Electronic or Electrical Engineer with customer facing experience.

This is a highly visible role because of its Customer facing nature. It requires a person with a high degree of personal commitment and motivation whose prime objective will be in satisfying HWM customers with respect to timeliness and completeness of responses. The successful candidate will readily accept ownership and accountability to improve customer satisfaction. There will be a 3-month probationary period for the appointee with an initial set of performance objectives so that we can be sure this role makes an effective contribution.

The Customer Support Engineer will report directly to the Customer Projects Manager while working closely with the Engineering department, Sales, Service and Operations Managers and their staff.

Halma Water Management is a leading supplier to the worlds Water supply industries of data logging and leak detection equipment. These are mostly electronic based devices which connect to the Customers sensors, meters, or water mains via transducers. Data from these devices is routed to proprietary or web-based data hosting tools using mobile phone technology or low power radio communications. Relevant knowledge of similar technology would be an advantage.