



HWM-Water Ltd
Ty Coch House
Llantarnam Park Way
Cwmbran
NP44 3AW
United Kingdom

Tel: +44 (0) 1633 489 479
Fax: +44 (0) 1633 877 857
Web: www.hwm-water.com

JOB DESCRIPTION

JOB TITLE: UK Technical Support Engineer

REPORTS TO: UK Sales Manager

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.

Each of the 40+ international companies owned by Halma is 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.

PURPOSE OF ROLE:

To provide technical, practical support to the UK Sales Team. Helping to ensure a clear, smooth delivery of projects. This is an exciting and varied role.

The role will involve frequent travel to customer sites but when not on site based from home.

SPECIFIC RESPONSIBILITIES:

- Skilled point of contact for both customers and colleagues. Providing insight and timely resolutions to queries and questions in order to aid and progress projects in your business area.
- Provide guidance and support for customers including;
 - Performing on-site diagnostics as required
 - Devising and providing training for customers which may be tailored to their individual needs.



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- Support the UK Sales Team and/or others with technical information and practical capabilities during the tender/installation phases.
- Be actively involved in the project management and client handover of new projects; installations and/or upgrades. Using expertise to act as a link between sales person and customer.
- Liaise with colleagues to share information and knowledge to ensure best customer experience
- Completion of all Company documentation correctly and efficiently, following all appropriate guidelines.

QUALIFICATIONS/SKILLS/EXPERIENCE

- Experience of supporting technical products in a business to business environment
- Hands on experience of installing/problem shooting technical equipment
- Experience of working in a number of different environments (office/on-site, one to one/groups)
- Computer literate, a good level of computer skill will be needed for this role in order to complete paperwork, update databases, software understanding etc.
- Project Management experience of having been integral to projects would be advantageous
- A full driving licence is a requirement for this role

PERSON SPECIFICATION

- Excellent communications skills, the ability to communicate technical information in a clear and concise manner. Able to communicate well at all levels.
- Interpersonal skills, the ability to build relationships with colleagues and clients.
- Team Player, able to work with various groups, both internally and externally
- Motivated self-starter, proactive approach to work
- Organised, focused and driven to achieve results within set timescales
- Flexible, prepared to travel, sometimes at short notice and be able to stay away from home when required (estimated 50% of the time)
- Understanding of the UK Water Industry would be advantageous but not essential.

*the above is not an exhaustive list and you will be expected to perform duties that are in line with your role, training and experience.