

JOB VACANCY

Position: Software Support Specialist

Reporting to: Technical Manager

Objectives: To support the field activities of HUB by providing technical support, for the software systems and coordinating technical support from Group HQ

Main Duties:

- Take responsibility for the department, its staff, achievement of goals and reporting deadlines.
- Take technical responsibility for the software platforms which will pay a key part in HUB's product offering going forward, supporting customers, service staff and the sales effort.
- When required connect remotely to customers sites to carry out fault diagnostics and/or system fixes and upgrades without the need for an engineer to visit site.
- Provide support to the field based staff on the network element of their installations.
- When technical assistance is required from Group HQ, be the main point of contact to ensure the technical request is clear and all supporting information is provided.
- Work closely with the Software Product Manager at Group HQ to ensure the UK team have the latest information and provide feedback from the UK market which can be considered for future product development.
- Maintain the demo systems in the Basingstoke showroom so they are up to date with the latest features and available for customer demonstrations, either but customers visiting the office or via VPN connection from one of our field based sales team.
- Support the sales team in their presentations to potential customers and customer demonstrations.
- Assist in the Pre Delivery Inspection and configuration of equipment in the Basingstoke warehouse, prior to delivery on site.
- Provide resource and expertise to the sales and project management to ensure our offer meets the project or customers specification. When software development is required to meet the specification costs and time scales must be agreed with Group HQ prior to submitting our quotation.
- Support the company in the set up and delivery of exhibition demonstration systems.
- Maintain an electronic library of information on the company's network including manuals, site records, etc.
- Offer the highest level of customer service at all times seeking the assistance of your manager when necessary.
- Support the Technical Manager at all times.
- Maintain a safe, neat and tidy workplace at all times ensuring the protection of staff and company assets. Comply with the company's Health & Safety Policy at all times reporting any concerns to your manager.
- Comply at all times with company policies and procedures.
- Support the company in its maintenance of quality standards.
- Promote and protect the company's image and good reputation at all times.
- Fulfil any other duties and responsibilities, after consultation that may be determined from time to time.

**Please apply in writing to Sue Hirdle, Human Resources, FAAC (UK) Limited,
Unit 10 The Hatch Industrial Park, Greywell Road, Mapledurwell, Basingstoke RG24 7NG
or via email to sue.hirdle@faac.co.uk**

Closing date for applications is Friday 17th November 2017