

Record UK Vacancy

Technical Support Officer

Company Info

Record UK is the UK subsidiary of the Agta-Record Group who is one of the major companies within the automatic pedestrian door systems industry. The group manufactures and distributes door systems to over 40 countries worldwide.

We design, manufacture, supply, install and service automated door systems and aluminium shop-fronts throughout the UK to a wide range of organisations and clients.

Due to continued growth and high demand for its services, the company is now seeking to recruit a suitable candidate to join the technical support team in our expanding group.

This role will report to the Supply Chain Director with dotted line reporting to the Technical Support Managers.

Job Description

- 1) Provide technical guidance to our supply only customers and internal teams.
- 2) Provide telephone and email support for the specification of new installs to internal and external customers on all technical aspects of our products.
- 3) Support sales team with technical inquires, and the occasional site visits.
- 4) Deliver onsite training at our 5 UK training sites to internal and external customers on all our products as required.
- 5) The role will be primarily office-based working from a local hub, but you may be required to work from other hubs, when product training is required.
- 6) Communicate with our design and manufacturing departments in the UK and beyond
- 7) This role may change with the introduction of new products.
- 8) Contribute to ISO Business Management system.

Essential Criteria

- Good communication skills with all internal business colleagues and external customers.
- Comprehensive mechanical and electrical/ electronic knowledge in pedestrian automatic door systems.
- ADSA accreditation to EN 16005 and BS 7036 1996 and BS 7036-0 2014

- Conversant with schematics, technical instructions and project CAD details.
- Training and mentoring with proven ability to develop skills and share experience.
- Commercial awareness
- Proven ability to delivery in-house and field-based training and assist with all current and developing product offerings.
- Solutions driven with a can-do attitude and passion to enhance and expand knowledge, skills and experience.
- Be able to integrate with all technical enquiries.

Benefits of Working at Record

If you are successful, you will join a forward-thinking organisation that is always striving to do better, adopting an empowering working environment that allows you the opportunity to grow and develop in your role and beyond.

As a Real Living Wage employer, you can expect to receive the following benefits when you work at Record UK:

- Life assurance scheme.
- Enhanced sick pay.
- Annual salary review scheme.
- Hybrid working scheme.
- Christmas shut down period with an ex-gratia half day on Christmas Eve.
- Access to an online employee benefits portal.
- Access to an extensive online training portal.
- Access to an Employee Assistance Program.
- Bi-weekly fresh fruit delivery to head office.
- Onsite tea & coffee making facilities.

Additional Information

Hours: 40 hours per week.

Holidays: 33 days

Salary: Negotiable – dependent on experience.

Location: Local hub plus travel to other sites as required.

To apply send your CV and covering letter to recruitment@recorduk.co.uk with subject heading 'Technical Support Officer'

