

## **JOB VACANCY**

March 2017

Fern-Howard has been a market-leading UK manufacturer of energy efficient, high quality and reliable luminaires since 1987. Known for our functional and stylish designs, this reputation is enhanced by our new and ground breaking range of slim and elegant EdgeLED™ luminaires.

Rambus' patented MicroLens® technology allows us to create luminaires that are both highly energy efficient and deliver a pleasing, uniform light, and it underlines our ability to meet the needs of a rapidly changing market through innovation.

Over 500,000 fittings are manufactured annually at our state-of-the-art UK factory in Alton, Hampshire - from vandal proof designs and self-testing and DALI control units to precise injection moulded light guides.

### **JOB ROLE - Technical Support Engineer**

Reporting to the Technical Director you will be part of the Technical team and provide pre-& post-sales support to our customers.

An enthusiastic self-starter you should be able to work on your own initiative as well as working in a team, you should be able to overcome resistance, and adopt a "can do" attitude. In addition, you must be motivated and achievement oriented. This roll is customer facing.

#### **Main Job Functions**

- Technical Customer Support
- Quality Assurance
- Product testing / fault finding & repair
- Customer site visits

#### **Additional duties**

- Technical Support for sales teams and customers on product queries
- Supply technical information and support where necessary
- Full management of customer quality issues

- Recording of data in a structured manner to be able to create metrics
- Liaising with customers and sales teams both internally and externally
- Seeing all customer issues through to a satisfactory resolution
- Attend customer sites to determine cause of failure
- On-site repair where necessary
- Creation of site visit reports
- Prepare products for testing
- Compiling test reports

### **Experience & abilities**

- Ideally HNC or degree qualified
- Background in Product / Engineering and/or Electronics, Electrical, Electrician
- Experience with Microsoft Office software computer packages
- Motivated and enthusiastic, with a drive for process, control and structure
- Willing to learn, develop and be part of a fast-paced team
- Able to drive and travel across the country to customer sites on a regular basis

Lighting Knowledge an advantage as are Electrical / Electrician qualifications.

Please apply to Dan King – [dan.king@fernhoward.com](mailto:dan.king@fernhoward.com)