



Role Description

Role Description	Support Engineer
Document owner:	Chief Technical Officer
Version:	200907
Keep informed:	Support Engineers

1. Overview

The Support Engineer provides product support and training for customers, and other channel partners. This includes resolving customer problems, creating support documentation, demonstrating OxTS products, testing new products, developing application solutions, and identifying opportunities for improved products and services. The role requires in-depth understanding of the functionality and use of the company's products and their applications and requires frequent international travel.

2. Duties and responsibilities

2.1. General

- Provide customer support by helping customers and channel partners with the application of OxTS products; answer questions and resolve issues. Process and analyse customer data sets to establish cause of anomalies; assist to re-process data to remove or reduce effects of anomalies.
- Write technical articles, support guides, and application notes for customers, and Publish on the OxTS support website.
- Develop and deliver training courses to educate customers and representatives in proper use of the company's products.
- Provide Marketing, Sales, and Channel Partners with technical information on products, their performance, and their application; support OxTS at industry exhibitions.
- Perform acceptance testing of new products and software to verify correct operation, prior to release to the market. Report issues found to R&D or Application Engineering as appropriate.
- Support the process of sending out new software and firmware releases to customers.
- Develop application solutions through creating software templates, configuring OxTS products, and testing with 3rd party products.
- Identify opportunities for new and improved products and services, based on feedback and requests from customers, and through developing solutions to customer application problems.
- Build and maintain a strong working relationship with key accounts and commercial managers to understand their business and communicate that within OxTS
 - Provide technical support, answer enquiries, requests and resolve issues, get feedback on opportunities for improvement
 - Support the roll-out of new and updated products.

- Provide training in the use of OxTS products and systems
- Provide product demonstrations to prospective customers

3. Revision History

Revision	Changes
200907	Rebranded and Technical Director changed to Chief Technical Officer, no content changes - JC
191008	Updated Revision history added