



Role Description

Role Description	Support Engineer - Regional
Document owner:	Chief Commercial Officer
Version:	200908
Keep informed:	Support Engineers - Regional

1. Overview

The Support Engineer - Regional is based in a geographical region (i.e. not in UK) and primarily provides product support and training for local (i.e. in their region) customers, representatives and other channel partners, in the local language.

This includes resolving customer problems, creating support documentation, demonstrating OxTS 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 travel in their region and occasional travel outside their region (e.g. to the UK).

The role reports to the local Commercial Manager and has a matrix relationship with the OxTS global Support team. The role also provides email and telephone support to world-wide customers (i.e. outside their region) dependent on demand and prioritisation.

2. Duties and responsibilities

2.1. General

- Provide customer support by helping customers and representatives 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.
- Able to provide technical support in both English and local language(s).
- Follow the systems and processes for delivery of Technical Support used within OxTS.
- Support local representatives or other channel partners e.g. system integrators:
- Build and maintain a strong working relationship with each key account to understand their business and communicate that within OxTS
- Provide technical information on products, their performance, and their application;
- Provide technical support, answer enquiries, requests and resolve issues, get feedback on opportunities for improvement
- Support the roll-out of new and updated products. Explain new features and how they will help to sell products.
- Provide training in the use of OxTS products and systems
- Provide product demonstrations to prospective customers
- Develop and deliver training courses to educate customers and representatives in proper use of the company's products.
- Support OxTS at regional industry exhibitions.
- Write FAQs, technical articles, support guides, and application notes for customers, and provide to customers and to Marketing for publication.

- 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.

3. Revision History

Revision	Changes
200908	Rebranded and Technical Director changed to Chief Technical Officer, no content changes - JC
190902	Revision History Added