



Role Description

Role Description	Senior Support Engineer
Document owner:	Chief Technical Officer
Version:	200908
Keep informed:	Senior Support Engineer

1. Overview

The Senior Support Engineer is responsible for providing product support and training to customers, representatives, and other channel partners. This includes the responsibility for resolving customer problems, creating support documentation, demonstrating OxTS products, testing new products, and identifying opportunities for improved products and services. The role requires expert knowledge and understanding of the functionality and use of the company's products and their applications and requires frequent international travel.

The role is also responsible for using expert knowledge and advise to provide guidance and direction to support other members of the team in resolving customer support issues and performing product testing.

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.
- Write FAQs, 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.
- Support the process of sending out new software and firmware releases to customers.
- Be an internal specialist and provide expert support and advise to internal stakeholders on products, performance, their application and support at industry exhibitions.
- Support the Commercial Managers to Manage "key accounts" i.e. 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 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. Email export-controlled firmware to key accounts
 - Provide training in the use of OxTS products and systems

- Provide product demonstrations to prospective customers
- Take full ownership of the management of support issues, working cross-functionally with other departments to see them through from initiation to completion.
- Manage complex support projects; plan, track and manage tasks. Work to deadlines and adapt plans as necessary to meet project deliverables. Manage internal and external resources and work collaboratively with other departments to successfully achieve delivery of products.
- Identify and track the progress of opportunities for new and improved products and services, based on feedback and requests from customers.
- Perform acceptance testing of new products and software to verify correct operation, prior to release to the market. Report issues as appropriate and guide other team members on best practice.
- Help to establish the OxTS test standard and assist other members of the team to maintain this.
- Other duties as required.

3. Revision History

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