



Role Description

Description:	Senior Support Engineer - Regional
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Keep informed:	Senior Support Engineer - Regional

1. Overview

The Senior Support Engineer - Regional is based in a geographical region (i.e. not in the 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.

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

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).
- Write FAQs, technical articles, support guides, and application notes for customers, in English and local language(s) 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.
- Be an internal specialist and provide expert support and advice to internal stakeholders on products, performance, their application and support at industry exhibitions.
- Support the Commercial Managers and Commercial Director, 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/customer to understand their business and needs, 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.
 - Provide training in the use of OxTS products and systems.
 - Provide product demonstrations to prospective customers.
 - Capture and communicate ideas and technical information on solutions, their performance and application, verbally and in written technical documentation, and provide internally (Marketing, Sales) and externally to customers and channel partners.

- Take full ownership of the resolution of support issues, working cross functionally with other departments to see them through from initiation to completion.
- Manage complex support projects and investigations; 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.
- Perform sophisticated acceptance testing of application solutions to verify correct operation prior to release to the market. Resolve any issues found before providing to customers. Assist the UK team by performing allocated acceptance testing, as appropriate.
- Identify, report, prioritise and track the progress of opportunities for new and improved products, features and services, based on the feedback and requests from customers. Support the Commercial Managers and Commercial Director to identify new sales opportunities and follow up on them.
- Conduct technical support evaluations and provide support to other members of the team with complex cases.
- Tailor complex application solutions through developing implementation of new hardware and software, configuring OxTS products, and integrating 3rd party products.
- Other duties as required

3. Revision History

Revision	Changes
230817	CT: Document created
230830	CO: Document reviewed and amended