

Are you passionate about technology? Do you want to work for the future of industrial inkjet printing?

Company Overview

At Global Inkjet Systems (GIS) we are passionate about the technology involved in industrial inkjet printing and revolutionising the way the world manufactures through Additive Manufacturing Electronics (AME), as part of Nano Dimension.

At GIS, we are focused on building the industrial printing of the future through the design of tailored next-generation software, ink delivery systems and advanced printing components for our customers globally.

Our people are at the heart of what we do, it's our passion, innovation and ability to work collaboratively, communicate openly and resolve complex challenges that make us the award-winning company we are within our industry.

The role

GIS has an exciting opportunity for a Technical Support Engineer to join our Customer Support team based in North Cambridge. Our Technical Support Engineers provide technical support to our global customers on the full range of products by answering technical queries or escalating to tier 3 support engineers for resolutions.

As a Technical Support Engineer, you will take a proactive approach to support, providing in-house and remote customer training on GIS products. You'll act as an ambassador for GIS to support customers, and maintain current and accurate data on our support system that allows you to provide quality resolutions to the customer's satisfaction.

You'll work closely with engineering teams to provide the best level of support to our customers and drive improvements across the team. Training will be provided on our products and you will work with some of the best people within the industrial inkjet industry.

Key Responsibilities and Experience

- Take ownership of a range of cases, including escalations to ensure that they are responded to in a timely manner
- Use the internal GIS knowledge base to provide consistent quality answers to customers
- Create new knowledge articles on topics where articles do not exist
- Monitor support cases against SLAs to ensure GIS meets its service commitments
- Provide customer and management reports to support the Key Account Managers on activities for customers.
- Support colleagues with their cases and/or testing
- Actively learn about our products and services to ensure you are up to date on new developments
- Ensure critical customer incidents are escalated in line with GIS processes to optimise customer satisfaction
- Highlight any trends in customer issues to the Technical Support Lead or Senior Engineer to allow GIS to improve product design and function (Engineer out Issues)
- Build strong relationships with customers and Key Account Managers to support the 360o view of the customer
- Actively participate in improving the usability and reliability of GIS products

- Where appropriate seek to become a Subject Matter Expert (SME) in key areas of support, document and train team members
- Train new or junior members of the team on the topics qualified to train – (skills matrix)
- Take a proactive approach to continuous improvement, optimising the salesforce platform to drive efficiency and improve customer experience
- Manage internal requests for Salesforce support, including report writing, profile or role issues
- Scoping, testing and deploying Salesforce improvements in line with the overall Salesforce strategy
- Contribute to the success of the business and assist in improving the overall customer experience
- Maintains own competency and enhances professional growth and development through continuous training, education, conferences & networking

Essential skills and experience

- Experience in providing customer support/service to clients.
- Ability to build strong relationships with customers and internal colleagues.
- Using Windows PCs, able to install software, check driver versions, collect crash dumps, check specifications.
- Competent in Microsoft Office software

Desirable skills and experience

- Educated to degree level: STEM topics
- ITIL Service delivery qualification
- Understanding of Digital printing technology
- Understanding of Colour Management
- Basic understanding of electronics
- Able to use Oscilloscope / DVM
- Understanding of some software languages: C++, C#, Python
- Additional spoken language

In addition to a competitive salary, we offer the following:

- Pension contributions
- Private health insurance
- Life insurance
- Company-funded staff kitchen with snacks, chocolate, drinks and fruit
- Company-funded social events
- Company-funded Charity Committee
- 25 days annual leave
- Cycle-to-work scheme
- Friendly work environment