

Lead Technical Support Engineer – Global Inkjet Systems

Location: Cambridge

Reports to: Commercial Director

Work environment: In office / Hybrid (3 days in 2 days home)

Department: Product Management

Terms: Permanent, Full-time

Company Overview

At Global Inkjet Systems (GIS), we're deeply passionate about the technology driving industrial inkjet printing. Our mission is to revolutionize global manufacturing through Additive Manufacturing Electronics (AME), in partnership with Nano Dimension.

GIS is dedicated to shaping the future of industrial printing. We achieve this by creating customized next-generation software, innovative ink delivery systems, and cutting-edge printing components for our global clientele.

Our success is fuelled by our people—their unwavering passion, collaborative spirit, and ability to tackle complex challenges head-on. It's these qualities that have earned us recognition as an award-winning company within our industry.

The role

The role of Lead Technical Support Engineer at GIS presents an exciting opportunity for a skilled individual to join our Customer Support team based in North Cambridge. As the Team Lead, you will not only manage the Customer Support Team but also remain technically hands-on, ensuring the delivery of top-notch assistance to our global customers on our full range of products. You will play a pivotal role in handling technical queries, providing in-house and remote customer training on GIS products, and collaborating closely with engineering teams to enhance overall customer support.

Key Responsibilities and Experience:

- Take ownership of a variety of cases, including escalations, to ensure timely responses and resolutions.
- Utilise the internal GIS knowledge base to deliver consistent, high-quality answers to customers.
- Create new knowledge articles on topics where articles do not currently exist.
- Monitor support cases against SLAs, ensuring GIS meets its service commitments.
- Provide customer and management reports to support Key Account Managers in their customer-related activities.
- Support colleagues with their cases and/or testing.
- Actively learn about GIS products and services to stay up-to-date on new developments.
- Escalate critical customer incidents in line with GIS processes to optimise customer satisfaction.
- Build strong relationships with customers and Key Account Managers to support a 360-degree view of the customer.

- Actively participate in improving the usability and reliability of GIS products.
- Seek to become a Subject Matter Expert (SME) in key areas of support, document findings, and train team members accordingly.
- Train new or junior team members on qualified topics.
- Proactively contribute to continuous improvement, optimising the Salesforce platform for efficiency and improved customer experience.
- Manage internal requests for Salesforce support, including report writing, profile, or role issues.
- Scope, test, and deploy Salesforce improvements in line with the overall Salesforce strategy.
- Contribute to the success of the business and assist in improving the overall customer experience.
- Maintain personal competency and enhance professional growth and development through continuous training, education, conferences, and networking.

Essential skills and experience:

- Previous experience in providing customer support/service to clients.
- Experience in the industrial inkjet printing market.
- Experience with software systems used for customer support and case management such as Salesforce or equivalent software platforms
- Ability to build strong relationships with customers and internal colleagues.
- Proficient in using Windows PCs, with the ability to install software, check driver versions, collect crash dumps, and check specifications.
- Competence in Microsoft Office software.

Desirable skills and experience:

- Education to degree level, preferably in STEM topics.
- ITIL Service Delivery qualification.
- Understanding of Digital printing technology.
- Understanding of Colour Management.
- Basic understanding of electronics.
- Ability to use an Oscilloscope/DVM.
- Understanding of some software languages: C++, C#, Python.
- Additional spoken language proficiency.

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

- 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.
- Share option scheme.