



## **JOB SPECIFICATION**

**Title:**                      **Technical Officer**

**Reporting to:**            **Product Support Manager**

### **Role Specification:**

- Provide support to customer's through product training at either customer's own premises or at Parkside's facilities.
- Visit site to ensure Comar systems are installed in accordance with company recommendations when required.
- Produce concise written reports, with supporting photographic evidence, on installations following site visits.
- Install tooling into customers premises and train customers to required level of competence within Health and Safety guidelines.
- Attend any necessary training modules to ensure continual personal improvement.

### **Qualifications/Experience:**

- Good knowledge of Aluminium systems and associated hardware.
- CRM experience.
- Excellent communication skills to facilitate strong liaison and seeking to build long term relationships with external clients such as fabricators and contractors, ensuring they receive prompt responses to queries.
- Attention to detail and a meticulous nature.
- Ability to work in a team or autonomously to meet deadlines.
- Facilitator skills and a high level of patience required.
- A commercial understanding of the construction industry in a contracts role would be desirable.