



JOB SPECIFICATION: Product Support Technician

Reporting to: Product Support Manager

- Supporting customers with information on the Groups products. These will include:
 - COMAR aluminium fenestration products.
 - AXIM door hardware
 - ALU-TIMBER doors, windows and curtain wall
 - DUCO ventilation and solar shading products
- External & internal customers Consultancy (architects, main contractors, engineers, specialist contractors). Supporting customers & Technical Team with:
 - Structural calculations,
 - Thermal transmittance calculations
 - General interface detailing (AutoCAD, Revit)
 - Estimating (Genesis, V6)
 - BIM Family creation (Window, Door, Curtain walling models using Revit)
 - Thermal Simulations (Bisco)
 - Use Microsoft Office and CRM programmes to log projects.

Scope:

Ensure all procedures are met within the Role Description

Ensure close and effective working relationship with Product Support Manager, Technical Team and all other Departments.

Key Performance Indicators:

Good team player. Good communication skills, especially with customers, suppliers and all other Departments relating to product issues. Delivering concise and accurate information within agreed timescales.

Skills Required

Good telephone manner

Experience in Microsoft Office suite

Knowledge of the items mentioned in the Role description preferable but not a necessity as training will be offered on all aspects, either internal or external

Time Management

Self Starter