



JOB SPECIFICATION:

Product Support Technician

Reporting to: Product Support Manager

Supporting customers with information on The Parkside Group's products and services. These will include:

- COMAR Architectural Aluminium fenestration products
- AXIM Architectural Hardware
- ALU-TIMBER doors, windows, framing and curtain wall
- DUCO ventilation and solar shading products

Supporting external & internal customers including Consultancy (architects, main contractors, engineers, specialist contractors) and 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 outlined in the Job Specification are met.

Develop and ensure close and effective working relationship with Product Support Manager, Technical Team and all other departments.

Key Performance Indicators:

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

Skills Required:

- Excellent telephone manner
- Experience in Microsoft Office Suite
- Knowledge and experience of the tasks and duties outlined in the Job Specification is preferable but not essential as training will be offered if required across all aspects.
- Time Management
- Self Starter