



JOB SPECIFICATION

Title – Product Support Technician

Reporting To – Product Support Manager

Role Description:

- 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