



## 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