

Job Description:	
Name:	
Job Title:	Technical Support Engineer
Department:	Engineering
Reporting To:	Group Engineering Manager
Behavioural Competencies:	
<p>We pride ourselves on our attitude & culture. It is essential that our core behavioural competencies are met irrespective of job role. Positive approach - Works as part of a team, being helpful and supportive of others. Deals with problems with other team members effectively. Has a positive attitude and interacts well with others. Time Management - Maintains effort until task is completed & meets deadlines. Able to prioritise workload and balance conflicting demands. Understands the need for efficiencies in all areas and is pro-active. Cares about what we do. Professionalism - Communicates effectively with internal and external customers, listens well to others and responds appropriately. Builds relationships & is respectful to others. Maintains a suitable professional appearance & is an ambassador of FILTERMIST INTERNATIONAL COMPANIES at all times. Quality & Customer Experience - Understands FILTERMIST INTERNATIONAL quality requirements and objectives. Is aware of internal and external customer needs. Has an active interest and pride in FILTERMIST INTERNATIONAL & the service and quality we deliver. Continuous Improvement - Understands the need for Continuous Improvement. Integrates new learning into existing skills. Is aware of the need for continuous learning, for development and improvement both Business & Personal. Protecting People & Our environment - understands the importance of safety and welfare both internally and externally & works to ensure we adhere to all regulatory requirements.</p>	
Role definition:	
<p>The appointed candidate will:</p> <ul style="list-style-type: none"> • Provide engineering support to all country managers. • Build relationships with all distributors and ensure answers are provided for all CARs raised. • Provide application support to all customers and distributors outside the UK • Develop robust solutions for technical issues working with the Engineering Department; • Implement checks and measures to evaluate engineering performance; • Formal engineering qualification or experience • Language skills would be an advantage 	
Key areas of responsibility, duties and the deliverables expected:	
<p>This is a new role for the business, so the list below is indicative, but not exhaustive:</p> <p>INTERNAL AND EXTERNAL CUSTOMER MANAGEMENT The appointed candidate will need to provide a comprehensive service to customers (internal & external) and potential customers of Filtermist International concerning all technical issues and applications, through written or verbal communication. They should support the country managers in all territories and develop relationships with all distributors, providing the 'first point of call' for all technical queries answering these directly wherever possible whilst keeping country managers and engineering team members informed.</p> <p>RELATIONSHIP MANAGEMENT The appointed candidate will be capable of identifying, building and utilising relationships across Group to raise the department's profile and liaising with Head Office R&D department and /or consultants and professional bodies to obtain additional technical help and support as and when required.</p> <p>The appointed candidate will need to provide an expert service, becoming the technical focus for all distributors, and responding effectively and in a timely manner in addressing their issues internally and externally.</p> <p>TECHNICAL SUPPORT The appointed candidate will need to demonstrate strength of character in order to challenge and manage conflicting demands from individual wants of distributors to the overall needs of the businesses, ensuring worthwhile improvements are implemented across the range. The appointed candidate will also need to provide technical advice and guidance in the use of the company's products including the dispersion of product briefings and training material for all new/updated products and</p>	

services. The appointed candidate will be required to support customer meetings, including visiting customer sites if necessary, and provide technical input as required.

There will be some international travel involved.

ADMINISTRATION & ACCOUNTING

The appointed candidate will develop and organise training sessions and resources for both export distributors and new sales team members. Overseas travel will be required.

REPORTING

The appointed candidate will provide feedback to each country manager, reporting on technical issues and proposed improvements. The appointed candidate will report to Group Engineering Manager.

SKILLS

- Knowledge of extraction systems (HVAC) would be advantageous.
- Experience of 3D CAD software would be advantageous.
- IT skills.
- Good understanding of manufacturing processes and construction methods.
- Strong problem solving skills.
- Excellent communication skills.
- Ability to work in a team.
- An appreciation of business demands.
- Full driving licence.

ANTICIPATED KPIs

Within the first 6 months the appointed candidate will be expected to have achieved or made significant progress towards –

- Providing feedback about all technical queries to distributors
- Liaising internally about development projects concerning distributors
- Ensuring all CARs are closed off or have made significant progress towards closure
- Providing solutions about long term issues in conjunction with technical and production departments

Remuneration & Benefits:

Available on request

Role Location:

The role will be predominately based in Telford, however there is a requirement for a multi-site presence and international travel.

Why Filtermist?:

Filtermist International Ltd, part of the Swedish [Absolent Group](#), has been established for 50 years and is the UK market leader for oil mist extraction. Our UK made oil mist filters are trusted by world leading manufacturers in more than 60 countries in industries ranging from aerospace and automotive, to food processing and medical device manufacture.

Our company has diversified in recent years by extending the products and services we offer through both organic growth and targeted acquisitions. In addition to Filtermist oil mist filters, Filtermist International is responsible for the following brands: [Dustcheck Ltd](#), [Cades Ltd](#), [DCS Ltd](#), [Ecogate Ltd](#), [Gallito Ltd](#) and [Multi-Fan Systems Ltd](#).

It is also the UK distributor for sister company [Absolent AB](#) and provides a UK wide installation and maintenance service, as well as CoSHH compliant LEV Testing for all makes and models of LEV systems.

We target excellence throughout all aspects of our businesses. We pride ourselves on operating an ambitious, fast growing and fast-paced company that offers a wide range of opportunities for employees due to ongoing significant growth.

We actively participate in lots of national funding raising initiatives throughout the year and support several charities, individuals and organisations that have direct connections with our employees. All employees can nominate causes close to their hearts for possible financial support.

We drive our businesses with key behavioural competencies that underpin how we do business - making all Filtermist companies great places to work.