



# Technical Support Advisor

## Company Background

Reactec is a privately owned SME with principal investors Archangels, an investment fund focussed on high growth technology businesses. Reactec is a progressive technology company with a mission to make workplaces safer places to be. Our philosophy - you cannot manage what you don't measure - but when you do, you can be a prevention engineer for workplace health and safety. This principle has guided us for over 20 years from our roots in Edinburgh University to now being a torchbearer for the role of workplace wearables and cloud-based data analytics in health and safety. We help forward thinking organisations switch from being mitigators of industrial workplace health risk to being preventers. Whether it's monitoring exposure to risks such as vibration, noise or dust or keeping workers safe from proximity to dangerous equipment, our expanding ecosystem is there to give employers unprecedented insight to their workers' risks.

With a client base of over 900 including blue chip organisations such as Balfour Beatty, BAE, Network Rail and the NHS, our progressive approach has moved beyond early adoption and is ready to grow rapidly as we continue to innovate and expand our offerings.

## The Role

Reactec are looking to recruit a Technical Support Advisor to join the existing Technical Support Team. Reporting to the Team Leader, they will assume the day-to-day management of frontline support to customers, fielding customer phone calls, emails, and support cases. The Advisor will be responsible for support case allocation, triage, prioritisation, escalations and reporting.

Unlike other customer support roles there is a physical hands-on element to this role. You will be expected to test, diagnose, record, and repair faults within returned products, as well as managing inventory and logistics associated with customer RMA collections and dispatching of warranty replacements globally.

## Responsibilities

- Day-to-day management, triage, and prioritisation of support requests.
- Deciding on and executing the escalation of issues to the Operations Manager, Internal Sales Manager and / or Engineering in response to the commercial or technical impact of issues.
- Act as Reactec Ambassador effectively promoting Reactec Product and Services by ensuring a high level of support and customer satisfaction.



- Guide the customer and promote the use of self-help resources available through our online 'Customer Zone' i.e., quick start guides, reference material, FAQs.
- Be a key advocate of Reactec customer self-help resources, suggesting knowledgebase articles, reference material, guides, manuals, or videos to address customer questions and issues ahead of support service involvement.
- Supporting customers with hardware and (cloud based) analytics trouble-shooting.
- Recording issues within a support ticket system structure (Salesforce/ Service Cloud), to effectively triage and manage hardware, software, and analytics issues using pre-defined customer responses.
- Managing RMAs including assessing, testing, repairing, replacing, and recording of issues and outcomes.
- Management of inventory and logistics associated with RMAs.
- Supporting the Logistics Co-ordinator with shipping of equipment globally.

## Competencies

- Excellent interpersonal, communications and people management skills. Ability to build rapport with customers. Welcoming a challenging environment in some cases to apply specialist skills to regain customer confidence.
- A team player with a positive and supporting attitude, a good work ethic with a committed approach to see a task through to completion.
- Highly organised, prioritised and focused on the customer outcome.
- Logical and methodical approach to work with accuracy and attention to detail.
- Technical competence to understand, diagnose and problem solve electronic products and data services (Training will be provided on Reactec Products and Services).
- Ability to learn, understand, and become competent in the use of Reactec's Ecosystem of Products and Services. Including the willingness to review and provide internal feedback on all available support materials.
- The ability to train, handover knowledge, walk-through and problem solve within different customer use case scenarios including downloading of software, creation of RFID Cards and Tool Tags, etc.
- Knowledge of electronics manufacturing processes as well as dexterity in assembly and repair of electronics hardware is a distinct advantage.

## Knowledge, Skills & Experience

- Whilst previous experience in a customer support role is important, technical experience in trouble-shooting of electronics products is essential.
- High level of proficiency in Microsoft 365, Word, Excel, MS Teams.
- Previous experience with Salesforce, Service Cloud and Workhorse Inventory or similar Case Management and RMA/ Inventory Management systems would be a distinct advantage.

**To apply for this role, please send a cover letter and your CV to [Careers@reactec.com](mailto:Careers@reactec.com)**