Prevention engineering for workplace health

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 torch bearer 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 eco-system 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 Operations Manager, the Technical Support Advisor will assume the day-to-day management of front-line support to customers, fielding customer phone calls, emails, and support cases. The Advisor will be responsible for support case allocation, prioritisation, day-to-day escalations, and KPI/ Quality reporting.

Responsibilities:

- Day-to-day management, triage, and prioritisation of support requests.

- Deciding on and executing the escalation of customer support to the Operations Manager and/or Internal Sales Manager in response to the commercial or technical impact of the issue

- Act as Reactec Ambassador effectively promoting Reactec Product and Services through Customer Support by ensuring a high level of support (value add) and customer satisfaction.

- Guide the customer and promote the use of self-help resources available through our on-line '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.

- Maintain and improve Support Ticket system structure (Salesforce/ Service Cloud) and rules to allow effective Triage Ticket management and issue analysis.

- Document Customer Support Processes including hardware and analytics trouble shooting and canned responses.

- Ensure the technical support team are effectively trained and competent in all Reactec product and service offerings.

- Effective reporting on support activity and customer escalations. Generate real time Puerto of opportunities for improvement for both product and services.

Competencies:

- Excellent interpersonal, communications and people management skills.

- Highly organised, prioritised and focused on outcome.

- Logical and methodical approach to work with accuracy and attention to detail.

- Excellent decision making with the ability to apply knowledge and sound judgement.

- A positive attitude, encouraging and supporting. Welcoming a challenging environment in some cases to apply specialist skills to regain customer confidence.

- Technical competence to understand, diagnose and problem solve electronic products and data services (Reactec training will be provided).

Knowledge, Skills & Experience:

- A minimum of 3 years' experience within customer/ technical support role.

- High level of proficiency in Microsoft packages word and excel

- Previous experience with Salesforce and or Service Cloud would be a distinct advantage

To apply for this role, please send a cover letter and your CV to Careers@reactec.com