

JOB DESCRIPTION

Title: Master Support Technician

Reports to: Customer Support Manager

Based at: Wheatley, Oxford

Normal working hours: Monday – Friday 09:00–17:30

Shift Hours (where applicable)

Shift patterns are subject to change to suit the needs of a global business which may include 24/7, 365 cover

Job summary:

The main purpose of this role is to provide technical support via telephone and electronic methods for customers requiring information, instruction, advice or support related to the use of a diagnostic tool or the diagnosis, repair or maintenance of a vehicle or other related information.

The Master Technician role assists other technicians in developing their skills and competencies by providing technical support and coaching.

Key responsibilities and accountabilities:

- Provide information and advice on vehicle diagnostics and technical solutions to customers via telephone and other electronic methods
- Log all contacts in the Support Log customer database and maintain records of information and advice given to an agreed standard and process
- Provide appropriately detailed information on the support management system to enable efficient resolution of future customer contact
- Resolve queries related to the use and operation of the relevant diagnostic product
- Maximise first time resolution of customer queries
- Collect and log information on Autologic and other systems as required
- Adhere to company procedures and quality standards
- Attend training and develop existing knowledge and learn new relevant skills pertinent to the role
- Provide training support to customers and employees as required
- Liaise with engineers to develop Autologic software, data and hardware products
- Create customer help files, training information, user guides and technical information bulletins
- Prepare training material
- Deliver technical training
- May be required to support global customers, working in a shift pattern
- Take ownership of own workload to efficiently respond to customer contacts.
- Provide accurate fault diagnosis procedures for Autologic's customers

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- Maintain up to date repair solution knowledge
- Develop vehicle investigative strategies
- Disseminating technical information to colleagues and others
- To adhere to company policies and procedures, quality standards and Health and Safety practices.
- Identifies opportunities for continuous improvement
- Adopts a professional manner at all times with colleagues and customers
- Any other duties required in order to support the needs of the business

Specific job skills:

- Excellent communication skills, both written and spoken
- Professional approach and positive demeanour
- Ability to breakdown problems and communicate solutions in a structured manner
- Excellent evaluation and decision making skills to determine the level of support required
- Good organisation skills with an ability to prioritise
- Excellent knowledge of Autologic products, systems and processes
- Strong problem solving skills
- Excellent customer service skills and experience
- Diagnostic skills and knowledge of the diagnostic process
- Ability to evaluate information and diagnose technical problems effectively
- Sound knowledge of electrical, electronic and mechanical systems
- Ability to work using own initiative and work as part of a team
- Automotive City and Guilds or NVQ qualification
- Master Technician Qualifications
- ATA Qualified – The Institute of Motor Industry (Grade 3+)

or

- Brand specific training as a Technician

Computer skills:

- Proficient in Microsoft programmes
- Proficient in the use of other computer packages