

JOB DESCRIPTION



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| Job Title: | Applications Engineer – Data Management & IT |
| Responsible To: | Managing Director |
| Main Purpose Of The Job: | To support a range of Data Management software sold by the company and assist in the management of the company IT systems |

MAIN DUTIES

Technical Support:

- Provide post sales technical support to customers by email and telephone as and when required. Take ownership of support calls to be tracked in the company CRM system.
- Training customers for a number of Data Management software solutions.
- Visit client sites throughout the country to provide training, mentoring, installation and consultancy services.
- Working with software vendors to resolve customer support requirements if solutions not available internally

Sales Support:

- Assist the sales team to demonstrate software solutions to prospects to aid winning sales for Data Management products
- Provide high quality post sales customer service and support to continue building the client relationship

IT Systems

- Provide ad hoc maintenance for the company server (Dell PE1800, Microsoft SBS Premium 2003)
- Assist with the management of the company websites using Dreamweaver web design software
- Assist with the maintenance and configuration of the companies own data management systems
- Manage the companies PC Workstations and training PC's as required

Administration

- Liaising with software vendors to resolve licensing and supply issues
- Answering the telephone and diverting calls as required

General housekeeping

- Ensure the workspace and desk is kept clear of excessive clutter
- Keeping the communal sink area clean and tidy
- Any other reasonable duty allocated by the Managing Director

Product Range Includes:

- 3D CAD (Computer Aided Design) software
- CAM (Computer Aided Manufacture) software
- Data management software
- Simulation and analysis software
- Consultancy

Requirements:

- Computer literate in MS Office 2003 (Outlook, Word, Excel & Powerpoint)
- Familiarity with Microsoft Server products and SQL database products
- Knowledge of 2D and/or 3D CAD desirable but not essential
- Willingness to learn how to operate existing and new software packages and updates
- Computing or Engineering qualification
- Smart appearance
- Professional telephone manner and customer facing skills
- Self motivated and customer focussed
- Able to work alone or part of a team

Location:

- The position will be based in Sunderland, but regional and national travel will be required from time to time and will be fully expensed.
- The use of your own vehicle for class one business use may be required with business mileage being claimed with expenses each month.

Salary & Benefits:

- Basic salary, paid monthly in arrears, reviewed annually
- 22 days holiday per annum, plus statutory holidays, 25 days per annum after 5 years service
- 37.5 hours per week, flexible start and finish times within core hours
- 4% contribution towards company organised stakeholder pension plan
- Career progression opportunities
- Monthly car allowance and business mileage may be offered depending upon the amount of travelling required.