



JOB DESCRIPTION: 3D PRINTER TECHNICAL TRAINER

JOB TITLE:	3D Printer Technical Trainer
LOCATION:	CREAT3D, Reading
REPORTS TO:	Managing Director
ROLE TYPE:	Permanent, Full Time
ISSUED:	July 2019
ABOUT CREAT3D:	<p>CREAT3D is a fast-growing, fresh-thinking company operating in the innovative and exciting sector of Additive Manufacturing / 3D Printing.</p> <p>CREAT3D is an award-winning, market leader in its field, consulting on and supplying the best Additive Manufacturing technologies, solutions and services to a wide range of business customers including blue-chip companies spanning industries such as Automotive, Motorsport, Engineering, Consumer Products, Manufacturing, Design and Architecture, as well as Universities and Colleges across the UK.</p> <p>We are focused on delivering excellent service and providing our clients with a continued premium experience.</p> <p>We are looking for motivated, talented people who like a challenge!</p>

This role is about sharing your passion and knowledge for Additive Manufacturing with our clients to deliver excellent, informative and high-quality training sessions

MAIN PURPOSES OF JOB

- Deliver specialised training programmes (onsite and online) to CREAT3D customers on our range of products
- Provide technical expertise, advice, solutions and applications engineering for key products to CREAT3D clients
- Be responsible for the installation, commissioning and calibration of 3D printers, equipment and services to CREAT3D clients

KEY TASKS

This role requires extensive travel within the UK due to the wide and varied locations of our clients

- Deliver specialised and bespoke training programmes at client sites, or via phone / video
 - Perform installation, calibration, configuration and commissioning of AM equipment at client sites
 - Provide applications engineering for new and existing clients
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- Help to develop and maintain in-depth, concise and high-quality training materials, support literature and technical guidance for external and internal customers
- Assist in the creation of content for different marketing materials, newsletters, videos, etc by providing technical guidance where required
- Support the Sales Team with pre- and post-sales technical assessment and analysis
- Develop and maintain an expert level of product knowledge on our products and services to enable our customers to be successful. This will involve regular product training and knowledge refresher courses (online and in person in the UK and also internationally)
- Act as a conduit between CREAT3D teams, sharing customer applications to enhance CREAT3D's offerings, products, solutions and services
- Stay abreast of technical developments in Additive Manufacturing and associated industries

KEY RESULTS / OBJECTIVES

- Deliver high quality training programmes and a positive customer experience
- Successfully complete installation, calibration and commissioning of AM equipment at client sites
- Develop a strong understanding of our customers' industries, processes and opportunities and provide them with creative, commercial solutions to improve performance
- Become an expert in all aspects of our products
- Share customer learnings, industry developments and new product offerings internally

REQUIRED SKILLS / COMPETENCIES

- Energetic and professional, with the ability to deliver clear, concise and inspirational training programmes
- Professional & excellent customer care skills, with a desire to develop rapport & strong client relationships
- Ability to travel to client sites and other company-sponsored events
- Excellent communication skills, both verbal and written, that enable you to communicate successfully at all levels within and outside the organisation
- Excellent organisation skills with the ability to plan, multi-task and manage time effectively
- Ability to thrive on change as products evolve; quickly assimilate and retain new information

DESIRABLE PERSONAL QUALITIES & EXPERIENCE

- Experience in Engineering, Manufacturing or Project Management would be advantageous
- Experience of CAD desirable but not essential
- Experience of delivering training and/or a training qualification would be advantageous
- 3D printer knowledge and experience are desirable but not essential
- Fluent in the English language
- Full UK driving licence

PROGRESSION OPPORTUNITIES

- In-depth product training will be provided, and the successful candidate will also gain personal development, industry knowledge, experience and exposure
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ADDITIVE MANUFACTURING SOLUTIONS PROVIDER

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- The successful candidate will be joining a fast-growing business within an expanding industry. Depending on performance, they will have the opportunity to develop the position further to a particular technical specialism, larger scale projects with project management, or progression to management roles.

Salary and remuneration dependent on skills and experience

Does this sound like you? Email your CV and covering letter to work@creat3d.co.uk
