



JOB DESCRIPTION: 3D PRINTER TECHNICIAN

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| JOB TITLE: | 3D Printer Technician |
| 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 is a hands-on, diagnostic and problem-solving role whereby you will assist our clients with your expertise to resolve technical issues.

MAIN PURPOSES OF JOB

- To provide first-class Technical Support to CREAT3D customers for their AM equipment
- To successfully manage our customers' technical queries by providing quick and efficient support in a clear and concise manner, whilst developing and maintaining positive customer relationships
- To undertake diagnosis, servicing and repairs on customers' AM equipment

KEY TASKS

- Provide Technical Support for the full range of 3D printers, equipment and services to CREAT3D customers
 - Manage and respond directly to customer technical queries via phone, email and in-person
 - Log and manage customer support queries in an accurate and timely manner using our electronic ticketing system, in line with performance targets
 - Identify, diagnose, research and resolve customers' technical problems and make timely and informed decisions to troubleshoot issues and solve customer technical queries
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- Attend customer premises for onsite service, repair, maintenance and upgrade requirements
- Become an extension of CREAT3D's product manufacturers technical teams, to obtain appropriate guidance and authorisation for repairs, replacement parts, warranty claims and technical updates
- Help to create clear and concise technical guides, instructions and replies in order to successfully resolve customer queries
- Assist in the creation of content for different marketing materials, newsletters, videos, etc by providing technical guidance where required
- Maintain the required level of product knowledge on our products 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 internationally)
- Collect relevant technical information and regularly brief the team on any known issues or key product developments

KEY RESULTS / OBJECTIVES

- Happy customers: successfully manage and resolve customer technical queries in a timely manner with a positive customer experience
- Deliver operational excellence to internal and external clients
- Become an expert in all aspects of our products, and AM/3D printing in general
- Help to build technical service documentation
- Manage Ticketing System to required KPI and reporting levels

REQUIRED SKILLS / COMPETENCIES

- Professional & excellent customer care skills, with a desire to develop long-term rapport & strong client relationships
- Problem-solver with strong analytical and planning skills, who can prioritise effectively, make decisions and multi-task
- Excellent communication skills, both verbal and written with the ability to provide clear and simple instructions
- Good organisation skills and ability to maintain Ticketing Systems
- Ability to assess customers' support needs and provide appropriate solutions
- Flexibility to regularly switch between different technical specialities, products and skill sets whilst maintaining a high customer service level
- Ability to thrive on change as products evolve, quickly assimilate and retain new information
- Strong technical aptitude and problem-solving skills
- Ability to travel to client sites and other company-sponsored events (UK locations)

DESIRABLE PERSONAL QUALITIES

- High levels of enthusiasm and a positive attitude to work
 - Excellent time management skills
 - Ability to use own initiative and work with clients, suppliers and team members at all levels
 - Ability to maintain composure and strong customer focus while troubleshooting and solving issues
 - Ability to provide reassurance to customers when delivering product diagnosis and potential solutions
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- Have a natural desire and inquisitiveness into new technologies
- High levels of professionalism and conscientiousness
- Full UK driving licence
- Fluent in the English language

DESIRABLE EXPERIENCE

- Minimum 12 months Technical Support experience essential
- 3D printer knowledge and experience are desirable but not essential
- CAD knowledge is desirable, but not essential

PROGRESSION OPPORTUNITIES

- In-depth product training will be provided, and the successful candidate will also gain personal development, industry knowledge, experience and exposure
- 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 into more depth on a particular technical specialism, or progression to team leader or 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
